

# Oracle® Revenue Management and Billing for Financial Services

Version 2.2.4.0

## Banking User Guide

Revision 2.0

E26893-01

November, 2011

**ORACLE®**



---

---

# Notices

---

Oracle Revenue Management and Billing Version 2.2.4.0 Banking User Guide

E26893-01

## **Copyright Notice**

Copyright © 2011, Oracle and/or its affiliates. All rights reserved.

## **Trademark Notice**

Oracle is a registered trademark of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

## **License Restrictions Warranty/Consequential Damages Disclaimer**

This software and related documentation are provided under a license agreement containing restrictions on use and disclosure, and are protected by intellectual property laws. Except as expressly permitted in your license agreement or allowed by law, you may not use, copy, reproduce, translate, broadcast, modify, license, transmit, distribute, exhibit, perform, publish or display any part, in any form, or by any means. Reverse engineering, disassembly, or de-compilation of this software, unless required by law for interoperability, is prohibited.

## **Warranty Disclaimer**

The information contained herein is subject to change without notice and is not warranted to be error-free. If you find any errors, please report them to us in writing.

## **Restricted Rights Notice**

If this software or related documentation is delivered to the U.S. Government or anyone licensing it on behalf of the U.S. Government, the following notice is applicable:

### **U.S. GOVERNMENT RIGHTS**

Programs, software, databases, related documentation and technical data delivered to U.S. Government customers are “commercial computer software” or “commercial technical data” pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, the use, duplication, disclosure, modification, and adaptation shall be subject to restrictions and license terms set forth in the applicable Government contract, and, to the extent applicable by the terms of the Government contract, the additional rights set forth in FAR 52.227-19, Commercial Computer Software License (December 2007). Oracle USA, Inc., 500 Oracle Parkway, Redwood City, CA 94065.

## **Hazardous Applications Notice**

This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications which may create a risk of personal injury. If you use this software in dangerous applications, then

you shall be responsible to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

**Third Party Content, Products, and Services Disclaimer**

This software and documentation may provide access to or information on content, products and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third party content, products and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third party content, products or services.

# Contents

<b>Preface: About this Document.....</b>	<b>xiii</b>
Intended Audience.....	xiii
Document Organization.....	xiii
Conventions.....	xiv
Product Related Documents.....	xv
<b>Chapter 1: Banking Control Central.....</b>	<b>17</b>
Banking Control Central.....	18
Searching for an Account.....	20
Viewing Contracts Assigned to an Account.....	22
Viewing Payment History of an Account.....	23
Searching for a Customer.....	23
Using Advanced Search for an Account.....	25
View Account Contracts Information.....	27
Searching for Contracts Assigned to an Account.....	29
View Account Financial Transaction History.....	30
Searching for Financial Transactions of an Account .....	31
View Account Payment History.....	32
Searching for Payment Transactions of an Account.....	33
View Accounts of Customer.....	34
Searching for Accounts of a Customer.....	36
Control Central.....	36
Searching for Child Persons' Accounts.....	38
<b>Chapter 2: Invoicing Group.....</b>	<b>41</b>
Manage Invoicing Groups.....	42
Searching for a Master Account.....	42
Searching for a Member Account.....	44
Viewing the Master Account Details.....	45
Viewing the Member Account Details.....	46
Invoicing Group Maintenance — Add/Edit.....	46
Adding a Member to the Master Account.....	50
Editing the Member Account Assignment Details.....	51
Removing a Member from the Master Account.....	52
Invoicing Group Information.....	53
Editing the Member Account Assignment Details.....	55
Removing a Member from the Master Account.....	56
<b>Chapter 3: Pricing Management.....</b>	<b>57</b>
Price List Assignment (Account).....	59
Viewing Price Lists Assigned to an Account.....	63
Editing the Price List Assignment Details.....	63
Assigning a Price List to an Account.....	65
Price List Assignment (Customer).....	67
Viewing Price Lists Assigned to a Customer.....	71
Editing the Price List Assignment Details.....	72

Assigning a Price List to a Customer.....	74
Pricing (Account).....	75
Viewing Effective Pricing of an Account.....	79
Exporting Effective Pricing in CSV Format.....	80
Assigning a Product to an Account.....	81
Pricing (Customer).....	82
Viewing Effective Pricing of a Customer.....	86
Exporting Effective Pricing in CSV Format.....	87
Assigning a Product to a Customer.....	88
Manage Exchange Rates.....	89
Searching for an Exchange Rate.....	93
Editing an Exchange Rate.....	93
Deleting an Exchange Rate.....	94
Defining an Exchange Rate.....	94
Manage Products.....	95
Searching for a Product.....	99
Viewing the Product Details.....	99
Creating a Product.....	100
Defining Characteristics for a Product.....	101
Associating a Product with a Division.....	102
Defining Division-Specific Characteristics for a Product.....	103
Editing a Product.....	104
Manage Price Lists.....	106
Searching for a Price List.....	107
Viewing the Price List Details.....	108
Creating a Price List.....	109
Defining the Price List Hierarchy.....	110
Defining Characteristics for a Price List.....	111
Associating a Price List with a Division.....	112
Editing a Price List.....	113
Manage Product Assignments to Price Lists.....	114
Viewing Products Assigned to a Price List.....	116
Removing a Product from a Price List.....	117
Assigning a Product to a Price List.....	117
Copy Price List.....	118
Copying a Price List.....	120
Product Relationship Maintenance.....	121
Viewing Products Added in a Bundle.....	122
Filtering Products of a Bundle.....	123
Adding a Product to a Bundle.....	124
Removing a Product from a Bundle.....	125
Copy Bundle.....	125
Copying a Bundle.....	128
Manage Rate Definitions.....	129
Defining Tiering Setup of a Rate Component.....	131
Editing Tiering Setup of a Rate Component.....	132
Deleting Tiering Setup of a Rate Component.....	133
Manage Tiering Criteria.....	134
Creating a Tiering Criterion.....	135
Editing a Tiering Criterion.....	136
Add Product Pricing.....	137
Defining Product Pricing.....	140
Edit Assigned Pricing.....	141
Editing Assigned Pricing.....	144
Override Product Pricing.....	145
Overriding Product Pricing.....	148

Price Assignment Characteristics.....	149
Defining Characteristics for the Price Assignment.....	150
Editing the Price Assignment Characteristics.....	151

## **Chapter 4: Division..... 153**

Division Search.....	154
Searching for a Division.....	154
Division.....	155
Defining a Division.....	157
Associating Access Groups with a Division.....	160
Associating Products with a Division.....	161
Associating Price Lists with a Division.....	161
Associating Transaction Source Codes with a Division.....	162
Associating Languages with a Division.....	163
Associating Invoice Currencies with a Division.....	164
Associating ID Types with a Division.....	164
Associating Algorithms with a Division.....	165
Defining Characteristics for a Division.....	166
Associating Bill Messages with a Division.....	167
Associating Party Char Types with a Division.....	168
Associating Bill Cycles with a Division.....	169
Associating Account Identifier Types with a Division.....	170
Defining Division-Specific Characteristics for a Product.....	171

## **Chapter 5: Approval Workflow..... 173**

Most Commonly Used Terms.....	174
Approval Workflow Process.....	174
Prerequisites.....	176
Approve.....	177
Approving a Request.....	180
Rejecting a Request.....	181
Cancelling a Request.....	182
Resolve.....	183
Resolving a Request.....	185
Withdrawing a Request.....	186
Modify.....	187
Modifying a Request.....	189
Withdrawing a Request.....	190
Logs.....	191
Viewing Log of an Approval Workflow Request.....	193
Approve Price Assignment.....	194
Approving Price Assignment Request of an Account.....	198
Approving Price Assignment Request of a Customer.....	199
Approving Price Assignment Request of a Price List.....	200
Rejecting Price Assignment Request of an Account.....	201
Rejecting Price Assignment Request of a Customer.....	203
Rejecting Price Assignment Request of a Price List.....	204
Cancelling Price Assignment Request of an Account.....	205
Cancelling Price Assignment Request of a Customer.....	206
Cancelling Price Assignment Request of a Price List.....	207
Modify Price Assignment.....	209
Modifying Price Assignment Request of an Account.....	212
Modifying Price Assignment Request of a Customer.....	213
Modifying Price Assignment Request of a Price List.....	214

Withdrawing Price Assignment Request of an Account.....	215
Withdrawing Price Assignment Request of a Customer.....	216
Withdrawing Price Assignment Request of a Price List.....	216
Resolve Price Assignment.....	217
Resolving Price Assignment Request of an Account.....	221
Resolving Price Assignment Request of a Customer.....	222
Resolving Price Assignment Request of a Price List.....	223
Withdrawing Price Assignment Request of an Account.....	224
Withdrawing Price Assignment Request of a Customer.....	225
Withdrawing Price Assignment Request of a Price List.....	225
Approval Workflow Group.....	226
Defining an Approval Workflow Group.....	229
Editing an Approval Workflow Group.....	233
Deleting an Approval Workflow Group.....	237
Adding a Business Object.....	238
Editing a Business Object.....	239
Deleting a Business Object.....	241
Defining a Group BO Relation.....	241
Editing a Group BO Relation.....	242
Deleting a Group BO Relation.....	243
Approval Workflow Chain.....	244
Defining an Approval Workflow Chain.....	246
Editing an Approval Workflow Chain.....	247
Deleting an Approval Workflow Chain.....	248
Defining an Approval Level.....	248
Editing an Approval Level.....	249
Deleting an Approval Level.....	250
Approval Workflow Criteria Type.....	251
Defining an Approval Workflow Criteria Type.....	252
Editing an Approval Workflow Criteria Type.....	253
Deleting an Approval Workflow Criteria Type.....	254
Approval Workflow Group Chain Linkage.....	254
Creating an Approval Workflow Group Chain Link.....	256
Editing an Approval Workflow Group Chain Link.....	257
Deleting an Approval Workflow Group Chain Link.....	258
Defining an Approval Workflow Criterion.....	258
Editing an Approval Workflow Criterion.....	259
Deleting an Approval Workflow Criterion.....	260
Approval Workflow Settings.....	261
Defining Approval Workflow Settings.....	262
Editing Approval Workflow Settings.....	263
Deleting Approval Workflow Settings.....	264
Approval Workflow Reason.....	265
Defining a Reason Code.....	266
Editing a Reason Code.....	266
Deleting a Reason Code.....	267

## **Chapter 6: Multi-Currency Accounts..... 269**

Creating Adjustments.....	271
Generating Bills.....	271
Applying Payments.....	271
Monitoring Overdue Debt.....	271
Generating History.....	271

<b>Chapter 7: Rules Engine.....</b>	<b>273</b>
Rule Type.....	274
Searching for a Rule Type.....	275
Creating a Rule Type.....	275
Editing a Rule Type.....	276
Deleting a Rule Type.....	277
Copying a Rule Type.....	278
View Rule Type.....	278
Viewing the Rule Type Details.....	279
Rule.....	279
Searching for a Rule.....	281
Defining a Rule.....	281
Editing a Rule.....	285
Deleting a Rule.....	288
Copying a Rule.....	289
View Rule.....	290
Viewing the Rule Details.....	292
Rule Check.....	292
Performing Rule Check.....	293
<b>Chapter 8: Alternate Sequential Invoice Numbers.....</b>	<b>295</b>
Setting Alternate Sequential Invoice Numbers.....	296
<b>Chapter 9: Transaction Feed Management.....</b>	<b>299</b>
Transaction Feed Management Process.....	300
Validation.....	300
Initial Product Determination.....	302
Aggregation.....	302
Disaggregation.....	303
Cancellation.....	304
Transaction Status Transition.....	305
CSV File Format.....	306
Feed Management Dashboard.....	308
Searching for a Transaction Feed.....	311
Viewing Division Level Details of a Transaction Feed.....	312
Viewing Transaction Details of a Division in a Feed.....	312
View Billed Transactions.....	313
Searching for a Bill.....	315
Viewing the Bill Segments of a Bill.....	316
Viewing Transactions Contributing to a Bill Segment.....	316
Transaction Details.....	317
Searching for an Uploaded Transaction.....	318
Searching for a Validated Transaction.....	320
Searching for a Transaction for which a Product is Determined.....	322
Searching for a Transaction for which a Billable Charge is Created.....	324
Searching for a Transaction for which Billable Charge is Completed.....	326
Searching for a Cancelled Transaction.....	328
Searching for a Transaction with an Error.....	330
Searching for an Ignored Transaction.....	332
Viewing the Transaction Details.....	333
Adding a Transaction.....	335
Copying a Transaction.....	336

Cancelling a Transaction.....	338
Transaction Source.....	339
Searching for a Transaction Source.....	339
Defining a Transaction Source.....	340
Editing a Transaction Source.....	341
Deleting a Transaction Source.....	342
Copying a Transaction Source.....	342
Transaction Record Type.....	343
Searching for a Transaction Record Type.....	344
Defining a Transaction Record Type.....	344
Editing a Transaction Record Type.....	345
Deleting a Transaction Record Type.....	346
Copying a Transaction Record Type.....	346
Transaction Aggregation Rule.....	347
Viewing a Transaction Aggregation Rule.....	348
Defining a Transaction Aggregation Rule.....	349
Editing a Transaction Aggregation Rule.....	350
Deleting a Transaction Aggregation Rule.....	351
Copying a Transaction Aggregation Rule.....	352
Schedule.....	353
Searching for a Schedule.....	354
Viewing the Schedule Details.....	355
Defining a Schedule.....	355
Editing a Schedule.....	357
Deleting a Schedule.....	358

## **Chapter 10: Reporting.....359**

Report Search.....	360
Report Submission.....	360
Generating the CI_CSEOPN Report.....	361
Generating the CI_CSESGS Report.....	363
Generating the CI_CSESTS Report.....	364
Generating the CI_CUSTCN Report.....	365
Generating the CI_GLACSM Report.....	366
Generating the CI_LTRGN_ENG Report.....	367
Generating the CI_PMTBAL Report.....	368
Generating the CI_RCVAGA Report.....	369
Generating the CI_TDENTR Report.....	370
Generating the CI_TXPYBL Report.....	371

## **Appendix A: Most Commonly Used Tasks.....373**

Changing the Layout.....	374
Removing a Column from the Zone.....	374
Adding a Column to the Zone.....	374
Rearranging Columns in the Zone.....	374
Searching for a Product.....	375
Searching for an Algorithm.....	376
Searching for a UI Map.....	376
Searching for a To Do Role.....	377
Searching for a To Do Type.....	378
Searching for a Business Object.....	379
Searching for a Field.....	380
Searching for an Approval Workflow Group.....	380
Searching for an Approval Workflow Chain.....	381

Searching for an Approval Workflow Criteria Type.....	382
Searching for a Dependent Rule.....	383
Searching for a Parameter.....	384
Searching for an Access Group.....	385
Searching for a Bill Message.....	386
Searching for a Predefined Characteristic Value.....	386
Searching for a Price List.....	387
Searching for a Transaction Source Code.....	388

## **Appendix B: Administration.....391**

Setting the C1_MLTCURACC Feature Configuration.....	392
Changing the Highlighting Colors.....	393
Creating Input UI Map for an Approval Workflow Group.....	394
Creating Display UI Map for an Approval Workflow Group.....	396

## **Appendix C: Control Data..... 399**

Global Context.....	401
Accounting Environment.....	401
Security Environment.....	403
Customer Class Environment.....	404
Division Environment.....	404
Financial Transaction Environment.....	405
Customer Environment.....	410
Statements.....	413
Automatic Payment (EFT) Environment.....	413
Credit and Collections Environment.....	415
Services and Characteristics.....	417
Bill Cycle Environment.....	418
Rate Environment.....	418
Late Payment Environment.....	419
SA Configuration.....	420
Pricing Management.....	421
Notification and Workflow.....	423
Wrap Up.....	424



---

# Preface

---

## About this Document

---

This user guide will enable you to understand and use the banking features of the Oracle Revenue Management and Billing application. The guide presents the functional capabilities and operational details of the Oracle Revenue Management and Billing application.

It explains all the screens related to the following banking features in the application and contains procedures that you should know for performing various tasks in the application:

- Banking Control Central
- Invoicing Group
- Pricing Management
- Division
- Approval Workflow
- Multi-Currency Accounts
- Rules Engine
- Alternate Sequential Invoice Numbers
- Transaction Feed Management
- Reporting

Additionally, this guide provides information on the control data that needs to be setup in order to use the functionality of the application.

## Intended Audience

---

This guide is intended for the following audience:

- End-users
- Administrators
- Consulting Personnel

## Document Organization

---

Each banking feature is described in a separate chapter in this user guide. All the screens related to the feature and tasks related to the screen are explained in each chapter. This user guide contains the following chapters:

Chapter Number	Chapter Name	Chapter Description
Chapter 1	Banking Control Central	Explains how to quickly search for and find the customer and/or account information. It also explains how to view: <ul style="list-style-type: none"> <li>• Contracts assigned to an account</li> <li>• Financial and payment history of an account</li> <li>• Effective product pricing of an account or a customer</li> <li>• Price lists assigned to an account or a customer</li> <li>• Customer hierarchy</li> <li>• Accounts of the customer and customer's child persons</li> </ul>
Chapter 2	Invoicing Group	Explains invoicing group and how to create a master account. It also explains how to add or remove a member from a master account.
Chapter 3	Pricing Management	Explains how to define products, price lists, exchange rates, and pricing for a product. It also explains how to assign a product or price list to an account or a customer.
Chapter 4	Division	Explains the types of divisions and how to define a division.
Chapter 5	Approval Workflow	Explains the approval workflow process and how to perform various tasks involved in the process. It explains how to configure the system to implement the approval workflow process. It also lists and describes the prerequisites that needs to be setup before configuring the approval workflow process.
Chapter 6	Multi-Currency Accounts	Lists and describes the business processes that are enhanced for implementing this feature.
Chapter 7	Rules Engine	Explains how to define, execute, and maintain business rules separately from the application code.
Chapter 8	Alternate Sequential Invoice Numbers	Explains how to generate alternate sequential bill or invoice numbers which are either unique across the globe or within the division.
Chapter 9	Transaction Feed Management	Explains the transaction feed management process and how a transaction moves from one status to another during this process. It also explains how to search for transactions with different statuses.
Chapter 10	Reporting	Lists and describes how to execute ten sample reports provided with the Oracle Revenue Management and Billing application.
Appendix A	Most Commonly Used Tasks	Lists and describes some of the common tasks that are performed while using various functionality in the application.
Appendix B	Administration	Lists some of the administrative tasks.
Appendix C	Control Data	Lists the control data that needs to be setup in the Oracle Revenue Management and Billing application.

## Conventions

---

The following conventions are used across the document:

<b>Convention</b>	<b>Meaning</b>
<b>boldface</b>	Boldface indicates graphical user interface elements associated with an action, or terms defined in the text.
<i>italic</i>	Italic indicates a document or book title.
Monospace	Monospace indicates information that an end-user needs to enter in the application.

## Product Related Documents

---

You can refer to the following documents:

<b>Document Name</b>	<b>Description</b>
<i>Oracle Utilities User Guide</i>	Explains the basic concepts related to contracts, accounts, customers and billing.
<i>Oracle Revenue Management and Billing Framework</i>	Explains the framework and how to develop the application using the framework.
<i>Oracle Revenue Management and Billing Insurance User Guide</i>	Describes the features available in the Insurance module. It also contains procedures on how to execute various tasks related to the Insurance module.
<i>Oracle Revenue Management and Billing Collections User Guide</i>	Describes the features available in the Collections module. It also contains procedures on how to execute various tasks related to the Collections module.
<i>Oracle Revenue Management and Billing Installation Guide</i>	Lists the pre-requisites, supported platforms, and hardware and software requirements for installing the Oracle Revenue Management and Billing application. It also explains how to install the Oracle Revenue Management and Billing application.
<i>Oracle Revenue Management and Billing Quick Installation Guide</i>	Provides high-level information on how to install the Oracle Revenue Management and Billing application.
<i>Oracle Revenue Management and Billing Upgrade Guide</i>	Lists the pre-requisites for upgrading the Oracle Revenue Management and Billing application from the current release to the new release or service pack. It also explains how to upgrade the Oracle Revenue Management and Billing framework, application, and its database.
<i>Oracle Revenue Management and Billing Upgrade Path Guide</i>	Highlights the framework releases and application service packs that needs to be installed while upgrading from one version to another.
<i>Oracle Revenue Management and Billing Database Administrator's Guide</i>	Provides detailed information on how to install the database for the Oracle Revenue Management and Billing application.
<i>Oracle Revenue Management and Billing Reports Installation Guide</i>	Provides detailed information on how to configure the reporting feature in the Oracle Revenue Management and Billing application.
<i>Oracle Revenue Management and Billing Data Migration Guide</i>	Provides detailed information on how to migrate data from one release to another.
<i>Oracle Revenue Management and Billing Release Notes</i>	Provides a brief description about the new features and enhancements in the release 2.2.4.0. It indicates the changes made to the existing screens in the Oracle Revenue Management and Billing application. It also highlights the bug fixes and known issues in the release 2.2.4.0.



---

# Chapter 1

---

## Banking Control Central

---

### Topics:

- [Banking Control Central](#)
- [View Account Contracts Information](#)
- [View Account Financial Transaction History](#)
- [View Account Payment History](#)
- [View Accounts of Customer](#)
- [Control Central](#)

Banking Control Central allows you to quickly search for and find the customer and/or account information even if you have a small piece of data, such as a phone number, partial name or address, to begin your search. Based on the search criteria, the system returns a list of account or customer records that meet the search criteria. Besides viewing the account details, you can view all the contracts assigned to the account, financial and payment history of the account, effective product pricing of the account, and the price lists assigned to the account. Moreover, you can also view the customer hierarchy, accounts of the customer and customer's child persons, effective product pricing of the customer, and the price lists assigned to the customer.

In other words, this feature allows you to drill down to see or act on all current and historical revenue management and billing details. This allows you to professionally and efficiently handle customer inquiries and complaints at the first point of contact, raising your customer service to previously unattainable levels and reducing the associated time and cost.

## Banking Control Central

---

The **Banking Control Central** screen allows you to search for accounts or customers using the various search criteria. By default, whenever you login to the application, the **Banking Control Central** screen appears. This screen consists of the following zones:

- [Search](#) on page 18
- [Contract Information](#) on page 19
- [Payment History](#) on page 19

Through the **Banking Control Central** screen, you can navigate to the following screens:

- [View Account Contracts Information](#) on page 27
- [View Account Financial Transaction History](#) on page 30
- [View Account Payment History](#) on page 32
- [Pricing \(Account\)](#) on page 75
- [Price List Assignment \(Account\)](#) on page 59
- [View Accounts of Customer](#) on page 34
- [Control Central](#) on page 36
- [Pricing \(Customer\)](#) on page 82
- [Price List Assignment \(Customer\)](#) on page 67

## Search

The **Search** zone allows you to search for accounts or customers using the various search criteria. This zone contains the following two sections:

- **Search Criteria** — The criteria are grouped as indicated by line separators between the criteria. Each group is independent from the other, and only one group is used at a time for searching. If you enter criteria in more than one group, the criteria from the first group is used for searching. For example, if you enter Account Identifier and Customer Name (which are in different criteria groups), the system searches using Account Identifier, which appears before Customer Name.

The fields in the **Search Criteria** section change depending on the query option selected. You can select either of the following query options:

- **Account** — Used to indicate that you want to search for an account.
- **Customer** — Used to indicate that you want to search for a customer.
- **Additional Account Details** — Used to indicate that you want to use advanced search for accounts.
- **Search Results** — The **Search Results** section either displays account or customer records depending on the search criteria. The account or customer records are further filtered based on the account's or customer's access group, respectively, to ensure that the user belonging to the respective access group can only view those records.

### Related Topics

For more information on...	See...
How to search for an account	<a href="#">Searching for an Account</a> on page 20
How to search for a customer	<a href="#">Searching for a Customer</a> on page 23

For more information on...	See...
How to use advanced search for an account	<a href="#">Using Advanced Search for an Account</a> on page 25

## Contract Information

The **Contract Information** zone lists contracts assigned to the account. The list includes only those contracts whose status is **Pending Start**, **Active**, **Pending Stop**, or **Stopped**. It does not include contracts whose status is either **Closed** or **Cancelled**. This zone contains the following columns:

Column Name	Column Description
Contract ID	Displays the contract ID. <b>Note:</b> It has a link. On clicking the link, the <b>Contract</b> screen appears with the details of the respective contract.
Division	Displays the division which governs the contract.
Contract Type	Displays the contract type to which the contract belongs.
Contract Type Description	Displays the description of the contract type.
Contract Status	Displays the status of the contract.
Effective Start Date	Displays the start date of the contract.
Effective End Date	Displays the end date of the contract.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

By default, the **Contract Information** zone does not appear in the **Banking Control Central** screen. It appears only when you click the **Broadcast** (🔔) icon corresponding to the account in the **Search Results** section.

### Related Topics

For more information on...	See...
How to view contracts assigned to an account	<a href="#">Viewing Contracts Assigned to an Account</a> on page 22

## Payment History

The **Payment History** zone lists payments made by the account. This zone contains the following columns:

Column Name	Column Description
Payment Date	Displays the date when the payment was made.
Payment Amount	Displays the amount of the payment.
Payment Currency	Display the currency in which the payment was made.
Payment Status	Displays the status of the payment.
Tender Amount	Displays the tender amount. <b>Note:</b> The tender amount is usually equal to the payment amount unless cash is returned to the customer.
Tender Currency	Displays the currency in which the tender amount is maintained.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

By default, the **Payment History** zone does not appear in the **Banking Control Central** screen. It appears only when you click the **Broadcast** (🔊) icon corresponding to the account in the **Search Results** section.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
How to view the payment history of an account	<a href="#">Viewing Payment History of an Account</a> on page 23

## **Searching for an Account**

### **Prerequisites**

To search for an account, you should have:

- Divisions and customer identifier types defined in the application
- Accounts created in the application

### **Procedure**

To search for an account:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, click **Banking Control Central**.

The **Banking Control Central** screen appears.

4. Select the **Account** option from the **Query Option** list to indicate that you want to search for an account.

The **Search Criteria** section contains the following fields:

<b>Field Name</b>	<b>Field Description</b>	<b>Mandatory (Yes or No)</b>
Division	Used to specify the division to which the account belongs. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Primary Account Identifier	Used to specify the value of the primary account identifier.	No
Account ID	Used to specify the account ID.	No
Customer Type	Used to indicate whether you want to search for accounts of all the customers or only those customers who have a parent customer.	No
Customer Name	Used to specify the customer whose accounts you want to search.	No
Address	Used to specify the address of the customer whose accounts you want to search.	No
City	Used to specify the city of the customer whose accounts you want to search.	No

Field Name	Field Description	Mandatory (Yes or No)
Phone Number	Used to specify the phone number of the customer whose accounts you want to search. <b>Note:</b> You must enter the phone number in the defined format.	No
Customer Identifier Type	Used to select the identifier type based on which you want to search for accounts of a customer.	Yes (Conditional) <b>Note:</b> If you enter the customer identifier as a search criteria, you have to select the customer identifier type.
Customer Identifier	Used to specify the ID linked to the customer whose accounts you want to search.	Yes (Conditional) <b>Note:</b> If you specify the customer identifier type as a search criteria, you have to enter the customer identifier.

**Note:** The fields in the **Search Criteria** section change depending on the query option selected.

- Select the division from the list, if required.

**Note:** When you specify division as the search criteria, you have to at least specify one more criteria, such as primary account identifier, account ID, customer name, customer identifier, customer address, etc. for searching an account.

- Enter the search criteria in any of the criteria groups.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Account Information	Displays information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. <b>Note:</b> It has a link. On clicking the link, the <b>Account</b> screen appears with the details of the respective account.
Account Identifier Type	Displays the primary account identifier type of the account.
Account Identifier	Displays the value of the primary account identifier type.
Customer Name	Displays the name of the customer linked to the account.
Division	Displays the division to which the account belongs.
Account Relationship Type	Displays the relationship type of the customer linked to the account.

Column Name	Column Description
Phone Number	Displays the phone number of the customer. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for accounts using the <b>Phone Number</b> field.
Account Type	Indicates the type of the account.
Account Currency	Displays the currency in which the account is billed.
Parent Customer Name	Displays the name of the parent customer (if any) of the customer linked to the account. <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> screen appears with the details of the respective parent customer.
Address	Displays the address of the customer.
City	Displays the city where the customer is located.
Customer Identifier Type	Displays the identifier type of the customer linked to the account. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for accounts using the <b>Customer Identifier Type</b> and the <b>Customer Identifier</b> fields.
Customer Identifier	Displays the ID of the customer linked to the account. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for accounts using the <b>Customer Identifier Type</b> and the <b>Customer Identifier</b> fields.

### Related Topics

For more information on...	See...
<b>Banking Control Central</b> screen	<a href="#">Banking Control Central</a> on page 18

## Viewing Contracts Assigned to an Account

### Procedure

To view contracts assigned to an account:

1. Search for the account in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Broadcast** () icon corresponding to the account whose contract details you want to view.

The **Contract Information** zone appears.

3. View the contracts assigned to the account in the **Contract Information** zone.

**Note:** You will not find any records in the **Contract Information** zone if the account does not have any contracts assigned to it.

### Related Topics

For more information on...	See...
How to search for an account	<a href="#">Searching for an Account</a> on page 20
<b>Contract Information</b> zone	<a href="#">Contract Information</a> on page 19

## Viewing Payment History of an Account

### Procedure

To view payment history of an account:

1. Search for the account in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Broadcast** (🔔) icon corresponding to the account whose payment history you want to view.

The **Payment History** zone appears.

3. View the payments made by the account in the **Payment History** zone.

**Note:** You will not find any records in the **Payment History** zone if the account has not made any payments.

### Related Topics

For more information on...	See...
How to search for an account	<a href="#">Searching for an Account</a> on page 20
<b>Payment History</b> zone	<a href="#">Payment History</a> on page 19

## Searching for a Customer

### Prerequisites

To search for a customer, you should have:

- Divisions and customer identifier types defined in the application
- Customers created in the application

### Procedure

To search for a customer:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, click **Banking Control Central**.

The **Banking Control Central** screen appears.

4. Select the **Customer** option from the **Query Option** list to indicate that you want to search for a customer.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the division to which the customer belongs. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No

Field Name	Field Description	Mandatory (Yes or No)
Customer Type	Used to indicate whether you want to search for all the customers or only those customers who have a parent customer.	No
Customer Name	Used to specify the name of the customer.	No
Address	Used to specify the address of the customer.	No
City	Used to specify the city in which the customer is located.	No
Phone Number	Used to specify the phone number of the customer. <b>Note:</b> You must enter the phone number in the defined format.	No
Customer Identifier Type	Used to select the identifier type based on which you want to search a customer.	Yes (Conditional) <b>Note:</b> If you enter the customer identifier as a search criteria, you have to select the customer identifier type.
Customer Identifier	Used to specify the ID linked to the customer.	Yes (Conditional) <b>Note:</b> If you specify the customer identifier type as a search criteria, you have to enter the customer identifier.

**Note:** The fields in the **Search Criteria** section change depending on the query option selected.

5. Select the division from the list, if required.

**Note:** When you specify division as the search criteria, you have to at least specify one more criteria, such as customer name, customer type, customer identifier, customer address, etc. for searching a customer.

6. Enter the search criteria in any of the criteria groups.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

7. Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Customer Name	Displays the name of the customer. <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> screen appears with the details of the respective customer.
Customer Address	Displays the address of the customer.
City	Displays the city where the customer is located.

Column Name	Column Description
Phone Number	Displays the phone number of the customer. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for customers using the <b>Phone Number</b> field.
Division	Displays the division to which the customer belongs. <b>Note:</b> It has a link. On clicking the link, the <b>Division</b> screen appears with the details of the respective division.
Parent Customer Name	Displays the name of the parent customer (if any) of the customer. <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> screen appears with the details of the respective parent customer.
Customer Identifier Type	Displays the customer identifier type. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for customers using the <b>Customer Identifier Type</b> and the <b>Customer Identifier</b> fields.
Customer Identifier	Displays the value of the customer identifier type. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for customers using the <b>Customer Identifier Type</b> and the <b>Customer Identifier</b> fields.

### Related Topics

For more information on...	See...
<b>Banking Control Central</b> screen	<a href="#">Banking Control Central</a> on page 18

## Using Advanced Search for an Account

Oracle Revenue Management and Billing provides you with the facility to limit the search results based on the division and/or account relationship type along with other search criteria. You can also search for an account using various account identifiers defined for an account.

### Prerequisites

To use advanced search for an account, you should have:

- Divisions, account relationship types, account identifier types, and customer identifier types defined in the application
- Accounts created in the application

### Procedure

To use advanced search for an account:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, click **Banking Control Central**.

The **Banking Control Central** screen appears.

4. Select the **Additional Account Details** option from the **Query Option** list to indicate that you want to use advanced search for accounts.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the division to which the account belongs. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Account Relationship Type	Used to specify the relationship type of the customer linked to the account.	No
Account Type	Used to specify the type of the account.	No
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to specify the value of the account identifier type.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Customer Name	Used to specify the customer whose accounts you want to search.	No
Customer Identifier Type	Used to select the identifier type based on which you want to search for accounts of a customer.	Yes (Conditional) <b>Note:</b> If you enter the customer identifier as a search criteria, you have to select the customer identifier type.
Customer Identifier	Used to specify the ID linked to the customer.	Yes (Conditional) <b>Note:</b> If you specify the customer identifier type as a search criteria, you have to enter the customer identifier.

**Note:** The fields in the **Search Criteria** section change depending on the query option selected.

5. Select the division and/or account relationship type, if required.

**Note:** When you specify division and/or account relationship type as the search criteria, you have to at least specify one more criteria, such as account type, account identifier, customer name, or customer identifier, for searching an account.

6. Enter the search criteria in any of the criteria groups.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

#### 7. Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Account Information	Displays information about the account. In addition, this column has a context menu which helps in navigating to other screens in the application. <b>Note:</b> It has a link. On clicking the link, the <b>Account</b> screen appears with the details of the respective account.
Account Identifier Type	Displays the account identifier type.
Account Identifier	Displays the value of the account identifier type.
Customer Name	Displays the name of the customer linked to the account.
Account Relationship Type	Displays the relationship type of the customer linked to the account.
Account Type	Indicates the type of the account.
Account Currency	Displays the currency in which the account is billed.
Division	Displays the division to which the account belongs.
Customer Identifier Type	Displays the identifier type of the customer linked to the account. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for accounts using the <b>Customer Identifier Type</b> and the <b>Customer Identifier</b> fields.
Customer Identifier	Displays the ID of the customer linked to the account. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for accounts using the <b>Customer Identifier Type</b> and the <b>Customer Identifier</b> fields.

#### Related Topics

For more information on...	See...
<b>Banking Control Central</b> screen	<a href="#">Banking Control Central</a> on page 18

## View Account Contracts Information

---

The **View Account Contracts Information** screen allows you to view the details of the contracts assigned to the account. This screen consists of the following zones:

- [Account Information](#) on page 28
- [Search: Contracts](#) on page 28

## Account Information

The **Account Information** zone displays the details of the account. This zone contains the following fields:

Field Name	Field Description
Primary Account Identifier	Displays the primary account identifier type of the account along with its value.
Account Type	Indicates the type of the account.
Account Currency	Displays the invoice currency of the account.
Billing Cycle	Displays the billing cycle during which the account is billed.
Customer Name	Displays the name of the main customer. <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> screen appears with the details of the respective customer.
Division	Displays the division to which the account belongs.
Account Info	Displays information about the account. <b>Note:</b> It has a link. On clicking the link, the <b>Account</b> screen appears with the details of the respective account.

**Note:** All the fields in the **Account Information** zone are read-only.

## Search: Contracts

The **Search: Contracts** zone allows you to search for contracts assigned to the account. This zone contains the following two sections:

- **Search Criteria** — The criteria are grouped as indicated by line separators between the criteria. Each group is independent from the other, and only one group is used at a time for searching. If you enter criteria in more than one group, the criteria from the first group is used for searching. For example, if you enter Contract ID and Contract Type (which are in different criteria groups), the system searches using Contract ID, which appears before Contract Type. The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Contract ID	Used to specify the contract ID.	No
Division	Used to specify the division which governs the contract. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Contract Type	Used to specify the contract type to which the contract belongs.	No
Contract Status	Used to specify the status of the contract.	No
Effective Start Date	Used to specify the start date of the contract.	No
Effective End Date	Used to specify the end date of the contract.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Contract ID	Displays the contract ID. <b>Note:</b> It has a link. On clicking the link, the <b>Contract</b> screen appears with the details of the respective contract.
Division	Displays the division which governs the contract.
Contract Type	Displays the contract type to which the contract belongs.
Contract Type Description	Displays the description of the contract type.
Contract Status	Displays the status of the contract.
Effective Start Date	Displays the start date of the contract.
Effective End Date	Displays the end date of the contract.

### **Related Topics**

For more information on...	See...
How to search for contracts assigned to an account	<a href="#">Searching for Contracts Assigned to an Account</a> on page 29

## **Searching for Contracts Assigned to an Account**

### **Prerequisites**

To search for contracts assigned to an account, you should have:

- Divisions defined in the application

### **Procedure**

To search for contracts assigned to an account:

1. Search for the account in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to view.

A menu appears.

3. Click the **Go To Contracts** menu option.

The **View Account Contracts Information** screen appears.

4. In the **Search: Contracts** zone, enter the search criteria in any of the criteria groups.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

### **Related Topics**

For more information on...	See...
How to search for an account	<a href="#">Searching for an Account</a> on page 20

<b>For more information on...</b>	<b>See...</b>
<b>View Account Contracts Information</b> screen	<a href="#">View Account Contracts Information</a> on page 27
<b>Search: Contracts</b> zone	<a href="#">Search: Contracts</a> on page 28

## View Account Financial Transaction History

The **View Account Financial Transaction History** screen allows you to view the financial transaction history of the account. This screen consists of the following zones:

- [Account Information](#) on page 28
- [Search: Financial Transaction History](#) on page 30

### Account Information

The **Account Information** zone displays the details of the account. This zone contains the following fields:

Field Name	Field Description
Primary Account Identifier	Displays the primary account identifier type of the account along with its value.
Account Type	Indicates the type of the account.
Account Currency	Displays the invoice currency of the account.
Billing Cycle	Displays the billing cycle during which the account is billed.
Customer Name	Displays the name of the main customer. <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> screen appears with the details of the respective customer.
Division	Displays the division to which the account belongs.
Account Info	Displays information about the account. <b>Note:</b> It has a link. On clicking the link, the <b>Account</b> screen appears with the details of the respective account.

**Note:** All the fields in the **Account Information** zone are read-only.

### Search: Financial Transaction History

The **Search: Financial Transaction History** zone allows you to search for financial transactions created for the account. This zone contains the following two sections:

- **Search Criteria** — The criteria are grouped as indicated by line separators between the criteria. Each group is independent from the other, and only one group is used at a time for searching. If you enter criteria in more than one group, the criteria from the first group is used for searching. For example, if you enter Financial Transaction Type and Arrears Date (which are in different criteria groups), the system searches using Financial Transaction Type, which appears before Arrears Date. The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Financial Transaction Type	Used to indicate the type of financial transactions you want to search. You can search for the following types of financial transactions: <ul style="list-style-type: none"> <li>• Adjustment</li> <li>• Adjustment Cancellation</li> <li>• Bill Segment</li> <li>• Bill Cancellation</li> <li>• Pay Segment</li> <li>• Pay Cancellation</li> </ul>	No
Current Amount	Used to specify the current amount of the financial transaction.	No
Arrears Date	Used to specify the arrears date of the financial transaction.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Arrears Date	Displays the date from when the amount is outstanding on the bill.
Financial Transaction Type	Indicates the type of financial transaction.
Current Amount	
Payoff Amount	

### **Related Topics**

For more information on...	See...
How to search for financial transactions of an account	<a href="#">Searching for Financial Transactions of an Account</a> on page 31

## **Searching for Financial Transactions of an Account**

### **Prerequisites**

To search for financial transactions of an account, you should have:

- Financial transaction types defined in the application

### **Procedure**

To search for financial transactions of an account:

1. Search for the account in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu**  icon corresponding to the account whose details you want to view.

A menu appears.

3. Click the **Go To Financial History** menu option.

The **View Account Financial Transaction History** screen appears.

- In the **Search: Financial Transaction History** zone, enter the search criteria in any of the criteria groups.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Refresh**.

The search results appear.

### Related Topics

For more information on...	See...
How to search for an account	<a href="#">Searching for an Account</a> on page 20
<b>View Account Financial Transaction History</b> screen	<a href="#">View Account Financial Transaction History</a> on page 30
<b>Search: Financial Transaction History</b> zone	<a href="#">Search: Financial Transaction History</a> on page 30

## View Account Payment History

The **View Account Payment History** screen allows you to view the payment transactions of the account. This screen consists of the following zones:

- [Account Information](#) on page 28
- [Search: Account Payment History](#) on page 33

## Account Information

The **Account Information** zone displays the details of the account. This zone contains the following fields:

Field Name	Field Description
Primary Account Identifier	Displays the primary account identifier type of the account along with its value.
Account Type	Indicates the type of the account.
Account Currency	Displays the invoice currency of the account.
Billing Cycle	Displays the billing cycle during which the account is billed.
Customer Name	Displays the name of the main customer. <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> screen appears with the details of the respective customer.
Division	Displays the division to which the account belongs.

Field Name	Field Description
Account Info	Displays information about the account. <b>Note:</b> It has a link. On clicking the link, the <b>Account</b> screen appears with the details of the respective account.

**Note:** All the fields in the **Account Information** zone are read-only.

## Search: Account Payment History

The **Search: Account Payment History** zone allows you to search for payment transactions of the account. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Payment Amount	Used to specify the amount of the payment.	No
Payment Status	Used to specify the status of the payment.	No
Payment Date	Used to specify the date when the payment was made.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Payment Amount	Displays the amount of the payment.
Payment Currency	Display the currency in which the payment was made.
Payment Status	Displays the status of the payment.
Payment Date	Displays the date when the payment was made.

### Related Topics

For more information on...	See...
How to search for payment transactions of an account	<a href="#">Searching for Payment Transactions of an Account</a> on page 33

## Searching for Payment Transactions of an Account

### Procedure

To search for payment transactions of an account:

1. Search for the account in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to view.  
A menu appears.
3. Click the **Go To Payment History** menu option.  
The **View Account Payment History** screen appears.
4. In the **Search: Account Payment History** zone, enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

**Related Topics**

For more information on...	See...
How to search for an account	<a href="#">Searching for an Account</a> on page 20
<b>View Account Payment History</b> screen	<a href="#">View Account Payment History</a> on page 32
<b>Search: Account Payment History</b> zone	<a href="#">Search: Account Payment History</a> on page 33

## View Accounts of Customer

The **View Accounts of Customer** screen allows you to view the details of the customer’s accounts. This screen consists of the following zones:

- [Customer Information](#) on page 34
- [Search: Accounts](#) on page 34

### Customer Information

The **Customer Information** zone displays the details of the customer. This zone contains the following fields:

Field Name	Field Description
Customer Name	Displays the name of the customer.
Customer Address	Displays the address of the customer.
Customer Contact	Displays the primary and alternate phone numbers of the customer.
Division	Displays the division to which the customer belongs.

**Note:** All the fields in the **Customer Information** zone are read-only.

### Search: Accounts

The **Search: Accounts** zone allows you to search for accounts of the customer. This zone contains the following two sections:

- **Search Criteria** — The criteria are grouped as indicated by line separators between the criteria. Each group is independent from the other, and only one group is used at a time for searching. If you enter criteria in more than one group, the criteria from the first group is used for searching. For example, if you enter Account Identifier and Account Type (which are in different criteria groups), the system searches using Account Identifier, which appears before Account Type. The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to specify the value of the account identifier type.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Account ID	Used to specify the account ID.	No
Account Type	Used to specify the type of the account.	No
Billing Cycle	Used to specify the billing cycle during which the account is billed.	No
Account Currency	Used to specify the invoice currency of the account.	No
Division	Used to specify the division whose accounts you want to search. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Account Identifier Type	Displays the account identifier type.
Account Identifier	Displays the value of the account identifier type.
Account ID	Displays the account ID. <b>Note:</b> It has a link. On clicking the link, the <b>Account</b> screen appears with the details of the respective account.
Account Type	Indicates the type of the account.
Billing Cycle	Displays the billing cycle during which the account is billed.
Account Currency	Displays the invoice currency of the account.
Division	Displays the division to which the account belongs.
Current Balance	Displays the amount of money in the account.

#### **Related Topics**

For more information on...	See...
How to search for accounts of a customer	<a href="#">Searching for Accounts of a Customer</a> on page 36

## Searching for Accounts of a Customer

### Prerequisites

To search for accounts of a customer, you should have:

- Divisions, account types, billing cycles, and invoice currencies defined in the application

### Procedure

To search for accounts of a customer:

1. Search for the customer in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** (📄) icon corresponding to the customer whose details you want to view.

A menu appears.

3. Click the **Go To Accounts** menu option.

The **View Accounts of Customer** screen appears.

4. In the **Search: Accounts** zone, enter the search criteria in any of the criteria groups.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

### Related Topics

For more information on...	See...
How to search for a customer	<a href="#">Searching for a Customer</a> on page 23
<b>View Accounts of Customer</b> screen	<a href="#">View Accounts of Customer</a> on page 34
<b>Search: Accounts</b> zone	<a href="#">Search: Accounts</a> on page 34

## Control Central

---

The **Control Central** screen allows you to view the customer hierarchy. It also allows you to search for accounts of the customer's child persons. This screen consists of the following zones:

- [Customer Information](#) on page 36
- [Search](#) on page 37
- [Child Hierarchy](#) on page 38

### Customer Information

The **Customer Information** zone displays the details of the customer. This zone contains the following fields:

Field Name	Field Description
Parent Customer Name	Displays the name of the parent customer.
Customer Address	Displays the address of the customer.
Customer Contact	Displays the primary and alternate phone numbers of the customer.
Division	Displays the division to which the customer belongs.

**Note:** All the fields in the **Customer Information** zone are read-only.

## Search

The **Search** zone allows you to search for accounts of the customer's child persons. This zone contains the following two sections:

- **Search Criteria** — The criteria are grouped as indicated by line separators between the criteria. Each group is independent from the other, and only one group is used at a time for searching. If you enter criteria in more than one group, the criteria from the first group is used for searching. For example, if you enter Account Identifier and Account Currency (which are in different criteria groups), the system searches using Account Identifier, which appears before Account Currency. The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Customer Name	Used to specify the customer whose accounts you want to search.	No
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to specify the value of the account identifier type.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Contract ID	Used to specify the contract ID linked to the account.	No
Account Currency	Used to specify the invoice currency of the account.	No
Division	Used to specify the division whose accounts you want to search. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Account Type	Used to specify the type of the account.	No
Billing Cycle	Used to specify the billing cycle during which the account is billed.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Customer Name	Displays the name of the customer's child person. <b>Note:</b> It has a link. On clicking the link, the <b>Person</b> screen appears with the details of the respective child person.
Account ID	Displays the account ID. <b>Note:</b> It has a link. On clicking the link, the <b>Account</b> screen appears with the details of the respective account.
Account Identifier Type	Displays the account identifier type.
Account Identifier	Displays the value of the account identifier type.
Contract ID	Displays the contract ID linked to the account.
Account Currency	Displays the invoice currency of the account.
Division	Displays the division to which the account belongs.
Account Type	Indicates the type of the account.
Billing Cycle	Displays the billing cycle during which the account is billed.

### **Related Topics**

For more information on...	See...
How to search for child persons' accounts	<a href="#">Searching for Child Persons' Accounts</a> on page 38

## **Child Hierarchy**

The **Child Hierarchy** zone displays the following in a tree view:

- Accounts owned by the customer
- Contracts linked to each of these accounts
- Parent and children linked to the customer

Each node in the tree has a link. On clicking the link, you can navigate to the respective screen.

## **Searching for Child Persons' Accounts**

### **Prerequisites**

To search for child persons' accounts, you should have:

- Divisions, account types, billing cycles, and invoice currencies defined in the application
- Accounts created in the application

### **Procedure**

To search for child persons' accounts:

1. Search for the customer in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the customer whose details you want to view.

A menu appears.

3. Click the **Go To Customer Hierarchy** menu option.

The **Control Central** screen appears.

4. In the **Search** zone, enter the search criteria in any of the criteria groups.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

#### Related Topics

For more information on...	See...
How to search for a customer	<a href="#">Searching for a Customer</a> on page 23
<b>Control Central</b> screen	<a href="#">Control Central</a> on page 36
<b>Search</b> zone	<a href="#">Search</a> on page 37



---

# Chapter 2

---

## Invoicing Group

---

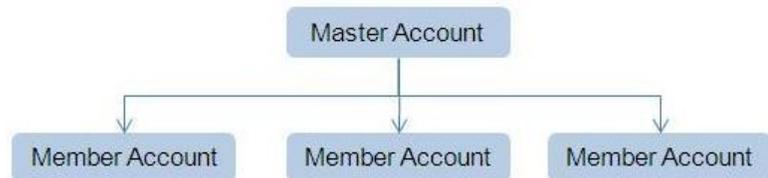
### Topics:

- [Manage Invoicing Groups](#)
- [Invoicing Group Maintenance — Add/Edit](#)
- [Invoicing Group Information](#)

Invoicing group allows you to combine the charges for multiple accounts onto one bill for each billing period. It consists of the following:

- **Master Account** - This is the group level account that controls the billing.
- **Member Accounts** - These are the accounts whose bills are aggregated at the group level.

The following figure is a graphical representation of an invoicing group.



You can create an invoicing group by adding member accounts to the master account. An account can be the master account in the invoicing group only when its **Invoice Group Account** characteristic type is set to **Yes**. On the other hand, an account can be added as a member to the master account only when its **Invoice Group Account** characteristic type is set to **No**.

There is no restriction on the number of accounts that can be added to the master account. The accounts in the invoicing group can belong to different customers and may have different currencies, but they should be from the same banking division and customer hierarchy. If the member accounts have a different invoice currency from the master account, the member account's charges will be converted to the master account's currency during billing.

Balances are maintained at the master account level. Bills are added to the master account's balance, and payments are subtracted from that balance. However, the charges can be traced back to the originating member accounts. The master account cannot have charges of its own; all the charges come from the member accounts.

The contracts linked at the member level are duplicated at the master level when member accounts are added to the master account. However, when an account does not belong to any master account, it is billed individually with its charges appearing on the bill.

## Manage Invoicing Groups

The **Manage Invoicing Groups** screen allows you to search for the master and member accounts using the various search criteria. Through this screen, you can navigate to the **Invoicing Group Maintenance – Add/Edit** and the **Invoicing Group Information** screens.

This screen contains the following two sections:

- Search Criteria
- Search Results

### Related Topics

For more information on...	See...
How to search for a master account	<a href="#">Searching for a Master Account</a> on page 42
How to search for a member account	<a href="#">Searching for a Member Account</a> on page 44

## Searching for a Master Account

### Prerequisites

To search for a master account, you should have:

- Divisions, billing cycles, and customer classes defined in the application
- Master accounts created in the application

### Procedure

To search for a master account:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, click **Manage Invoicing Groups**.

The **Manage Invoicing Groups** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Invoicing Group Assignment Type	Used to indicate whether you want to search for a master or member account.	Yes
Account ID	Used to specify the account ID.	No
Division	Used to specify the division whose accounts you want to search.	No
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional)  <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier	Used to specify the value of the account identifier type.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Customer Name	Used to specify the customer whose accounts you want to search.	Yes (Conditional) <b>Note:</b> If you specify the billing cycle or customer class as a search criteria, you have to specify the customer name.
Billing Cycle	Used to specify the billing cycle during which the account is billed.	No
Customer Class	Used to specify the customer class of the account.	No

The criteria are grouped as indicated by line separators between the criteria. Each group is independent from the other, and only one group is used at a time for searching. If you enter criteria in more than one group, the criteria from the first group is used for searching. For example, if you enter Account ID and Customer Name (which are in different criteria groups), the system searches using Account ID, which appears before Customer Name.

4. Select **Master** from the **Invoicing Group Assignment Type** list.
5. Specify the search criteria in any of the criteria groups.
6. Click **Refresh**.

The master accounts that meet the search criteria and that you have access to based on the account's access group appear in the search results. The **Search Results** section contains the following columns:

Column Name	Column Description
Account ID	Displays the master account ID. <b>Note:</b> It has a link. On clicking the link, the <b>Invoicing Group Maintenance – Add/Edit</b> screen appears with the details of the respective master account.
Account Identifier Type	Displays the account identifier type of the master account.
Account Identifier	Displays the value of the account identifier type.
Account Currency	Displays the invoice currency of the master account.
Division	Displays the division to which the master account belongs.
Customer Name	Displays the name of the main customer.
Customer Class	Displays the customer class of the master account.
Billing Cycle	Displays the billing cycle during which the master account is billed.

### Related Topics

For more information on...	See...
<b>Manage Invoicing Groups</b> screen	<a href="#">Manage Invoicing Groups</a> on page 42

## Searching for a Member Account

### Prerequisites

To search for a member account, you should have:

- Divisions, billing cycles, and customer classes defined in the application
- Accounts added as a member to the master accounts

### Procedure

To search for a member account:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, click **Manage Invoicing Groups**.

The **Manage Invoicing Groups** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Invoicing Group Assignment Type	Used to indicate whether you want to search for a master or member account.	Yes
Account ID	Used to specify the account ID.	No
Division	Used to specify the division whose accounts you want to search.	No
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to specify the value of the account identifier type.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Customer Name	Used to specify the customer whose accounts you want to search.	Yes (Conditional) <b>Note:</b> If you specify the billing cycle or customer class as a search criteria, you have to specify the customer name.
Billing Cycle	Used to specify the billing cycle during which the account is billed.	No
Customer Class	Used to specify the customer class of the account.	No

The criteria are grouped as indicated by line separators between the criteria. Each group is independent from the other, and only one group is used at a time for searching. If you enter criteria in more than one group, the criteria from the first group is used for searching. For example, if you enter Account ID and Customer Name (which are in different criteria groups), the system searches using Account ID, which appears before Customer Name.

4. Select **Member** from the **Invoicing Group Assignment Type** list.
5. Specify the search criteria in any of the criteria groups.
6. Click **Refresh**.

The member accounts that meet the search criteria and that you have access to based on the account's access group appear in the search results. The **Search Results** section contains the following columns:

Column Name	Column Description
Account ID	Displays the member account ID. <b>Note:</b> It has a link. On clicking the link, the <b>Invoicing Group Information</b> screen appears with the details of the respective member account.
Account Identifier Type	Displays the account identifier type of the member account.
Account Identifier	Displays the value of the account identifier type.
Account Currency	Displays the invoice currency of the member account. <b>Note:</b> If the member account has a different invoice currency from the master account, the member account's charges will be converted to the master account's currency during billing.
Division	Displays the division to which the member account belongs.
Customer Name	Displays the main customer of the member account.
Customer Class	Displays the customer class of the member account.
Master Account Identifier Type	Displays the primary account identifier type of the master account.
Master Account Identifier	Displays the value of the primary account identifier type.
Master Customer Name	Displays the main customer of the master account.
Billing Cycle	Displays the billing cycle during which the member account is billed.

#### Related Topics

For more information on...	See...
Manage Invoicing Groups screen	<a href="#">Manage Invoicing Groups</a> on page 42

## Viewing the Master Account Details

### Procedure

To view the master account details:

1. Search for the master account in the **Manage Invoicing Groups** screen.
2. In the **Search Results** section, click the link in the **Account ID** column corresponding to the master account whose details you want to view.

The **Invoicing Group Maintenance – Add/Edit** screen appears.

3. View the accounts that are already added to the master account in the **Member Accounts** zone.

### Related Topics

For more information on...	See...
How to search for a master account	<a href="#">Searching for a Master Account</a>
<b>Invoicing Group Maintenance – Add/Edit</b> screen	<a href="#">Invoicing Group Maintenance — Add/Edit</a>
<b>Member Accounts</b> zone	<a href="#">Member Accounts</a>

## Viewing the Member Account Details

### Procedure

To view the member account details:

1. Search for the member account in the **Manage Invoicing Groups** screen.
2. In the **Search Results** section, click the link in the **Account ID** column corresponding to the member account whose details you want to view.

The **Invoicing Group Information** screen appears.

3. View the member account details in the **Selected Member Account** zone, and its master account details in the **Invoicing Group Information** zone.

### Related Topics

For more information on...	See...
How to search for a member account	<a href="#">Searching for a Member Account</a>
<b>Invoicing Group Information</b> screen	<a href="#">Invoicing Group Information</a>
<b>Invoicing Group Information</b> zone	<a href="#">Invoicing Group Information</a>
<b>Selected Member Account</b> zone	<a href="#">Selected Member Account</a> on page 53

## Invoicing Group Maintenance — Add/Edit

The **Invoicing Group Maintenance – Add/Edit** screen allows you to view the details of the master account. It also allows you to add, edit, and remove member accounts from the master account. This screen consists of the following zones:

- [Account Information](#) on page 46
- [Member Accounts](#) on page 47
- [Edit Member Account Assignment](#) on page 47
- [Search Accounts to Add](#) on page 48
- [Add Member](#) on page 49

### Account Information

The **Account Information** zone displays the details of the master account. This zone contains the following fields:

Field Name	Field Description
Invoicing Group Assignment Type	Indicates that the selected account is a master account.
Customer Name	Displays the name of the main customer.
Primary Account Identifier	Displays the primary account identifier type of the master account along with its value.
Customer Class	Displays the customer class of the master account.
Account Currency	Displays the invoice currency of the master account.
Billing Cycle	Displays the billing cycle during which the master account is billed.
Division	Displays the division to which the master account belongs.

**Note:** All the fields in the **Account Information** zone are read-only.

## Member Accounts

The **Member Accounts** zone lists the member accounts of the master account. This zone contains the following columns:

Column Name	Column Description
Account Identifier Type	Displays the primary account identifier type of the member account.
Account Identifier	Displays the value of the primary account identifier type.
Account Currency	Displays the invoice currency of the member account. <b>Note:</b> During billing, the charges for the member account are calculated in this currency and then converted to the master account's currency.
Effective Start Date	Displays the date from when the charges for the member account appears on the bill of the master account.
Effective End Date	Displays the date till when the charges for the member account appears on the bill of the master account.
Customer Name	Displays the name of the main customer.
Customer Class	Displays the customer class of the member account.
Billing Cycle	Displays the billing cycle during which the member account is billed. <b>Note:</b> If the account is removed from the master account, it will be billed during this billing cycle.

On clicking the **Broadcast** () icon corresponding to the member account, the **Edit Member Account Assignment** zone appears with the details of the respective member account.

## Edit Member Account Assignment

The **Edit Member Account Assignment** zone allows you to edit the assignment details of the member account. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Start Date	Used to modify the date from when you want the charges for the member account to appear on the bill of the master account. <b>Note:</b> You can modify the date only when it is a future date.	Yes
Invoicing Group Assignment Type	Indicates that the account is a member account.	Not applicable
Effective End Date	Used to modify the date till when you want the charges for the member account to appear on the bill of the master account. <b>Note:</b> You can modify the date only when it is not a past date.	No
Primary Account Identifier	Displays the primary account identifier type of the member account along with its value.	Not applicable

This zone contains the following two buttons:

Button Name	Button Description
Save	Used to save the changes made in this zone.
Remove Member	Used to remove the member from the master account.

By default, the **Edit Member Account Assignment** zone does not appear in the **Invoicing Group Maintenance – Add/Edit** screen. It appears only when you click the **Broadcast** (🔔) icon corresponding to the member account in the **Member Accounts** zone.

#### Related Topics

For more information on...	See...
How to edit the member account assignment details	<a href="#">Editing the Member Account Assignment Details</a> on page 51
How to remove a member from the master account	<a href="#">Removing a Member from the Master Account</a> on page 52

## Search Accounts to Add

The **Search Accounts to Add** zone lists accounts defined within the division and customer hierarchy to which the master account belongs. The list also includes those accounts that are already added to the master account. You can filter the accounts using the various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account ID	Used to specify the account ID.	No

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier Type	Used to specify the account identifier type.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to specify the value of the account identifier type.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Customer Name	Used to specify the customer whose accounts you want to search.	No
Billing Cycle	Used to specify the billing cycle of the account.	No
Customer Class	Used to specify the customer class of the account.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Account ID	Displays the account ID.
Customer Name	Displays the name of the main customer.
Account Identifier Type	Displays the account identifier type.
Account Identifier	Displays the value of the account identifier type.
Account Currency	Displays the invoice currency of the account.
Division	Displays the division to which the account belongs.
Customer Class	Displays the customer class of the account.
Billing Cycle	Displays the billing cycle during which the account is billed.

On clicking the **Broadcast** () icon corresponding to the account, the **Add Member** zone appears with the details of the respective account.

### **Related Topics**

For more information on...	See...
How to add a member to the master account	<a href="#">Adding a Member to the Master Account</a> on page 50

## **Add Member**

The **Add Member** zone allows you to add a member to the master account. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Customer Name	Displays the name of the main customer.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Primary Account Identifier	Displays the primary account identifier type of the account along with its value.	Not applicable
Account Currency	Displays the invoice currency of the account.	Not applicable
Customer Class	Displays the customer class of the account.	Not applicable
Effective Start Date	Used to specify the date from when you want the charges for the member account to appear on the bill of the master account.  <b>Note:</b> The effective start date should be earlier than or equal to the member account's contract end date.	Yes
Billing Cycle	Displays the billing cycle during which the account is billed.	Not applicable

This zone contains the following two buttons:

Button Name	Button Description
Save	Used to add a member to the master account.
Cancel	Used to clear the data entered in the <b>Effective Start Date</b> field.

By default, the **Add Member** zone does not appear in the **Invoicing Group Maintenance – Add/Edit** screen. It appears only when you click the **Broadcast** (  ) icon corresponding to the account in the **Search Accounts to Add** zone.

### **Related Topics**

For more information on...	See...
How to add a member to the master account	<a href="#">Adding a Member to the Master Account</a> on page 50

## **Adding a Member to the Master Account**

### **Prerequisites**

To add a member to the master account, you should have:

- Accounts within the same banking division and customer hierarchy where the value of the **Invoice Group Account** characteristic type is set to **No**
- Accounts with active contracts

**Note:** You cannot add an account as a member to a master account if that account is already a member of another master during that overlapping period.

### **Procedure**

To add a member to the master account:

1. Access the **Invoicing Group Maintenance – Add/Edit** screen.
2. In the **Search Accounts to Add** zone, click the **Broadcast** (  ) icon corresponding to the account that you want to add to the master account.  
The **Add Member** zone appears.
3. Enter the date from when you want the charges for the member account to appear on the bill of the master account in the **Effective Start Date** field.

**Note:** The effective start date should be earlier than or equal to the member account's contract end date.

4. Click **Save**.

The account is added to the master account.

**Related Topics**

For more information on...	See...
How to access the <b>Invoicing Group Maintenance – Add/Edit</b> screen	<a href="#">Viewing the Master Account Details</a> on page 45
<b>Search Accounts to Add</b> zone	<a href="#">Search Accounts to Add</a> on page 48
<b>Add Member</b> zone	<a href="#">Add Member</a> on page 49

## Editing the Member Account Assignment Details

**Procedure**

You can edit the member account assignment details from both the **Invoicing Group Maintenance – Add/Edit** and the **Invoicing Group Information** screens. To edit the member account assignment details:

1. Do either of the following:

If you want to	Then
Edit the member account assignment details from the <b>Invoicing Group Maintenance – Add/Edit</b> screen	<ol style="list-style-type: none"> <li>1. Access the <b>Invoicing Group Maintenance – Add/Edit</b> screen.</li> <li>2. In the <b>Member Accounts</b> zone, click the <b>Broadcast</b> (📢) icon corresponding to the member account whose assignment details you want to edit.</li> </ol>
Edit the member account assignment details from the <b>Invoicing Group Information</b> screen	<ol style="list-style-type: none"> <li>1. Access the <b>Invoicing Group Information</b> screen.</li> <li>2. In the <b>Selected Member Account</b> zone, click the <b>Broadcast</b> (📢) icon corresponding to the member account whose assignment details you want to edit.</li> </ol>

The **Edit Member Account Assignment** zone appears.

2. Modify the effective start and end dates, if required.

**Note:** The effective start date should be earlier than or equal to the member account's contract end date.

**Note:** The effective end date cannot be earlier than the effective start date.

3. Click **Save**.

The changes are saved.

**Related Topics**

For more information on...	See...
How to access the <b>Invoicing Group Maintenance – Add/Edit</b> screen	<a href="#">Viewing the Master Account Details</a> on page 45
How to access the <b>Invoicing Group Information</b> screen	<a href="#">Viewing the Member Account Details</a> on page 46
<b>Edit Member Account Assignment</b> zone	<a href="#">Edit Member Account Assignment</a> on page 47



## Removing a Member from the Master Account

### Procedure

You can remove a member from the master account through both the **Invoicing Group Maintenance – Add/Edit** and the **Invoicing Group Information** screens. To remove a member from the master account:

1. Do either of the following:

If you want to	Then
Remove a member from the master account through the <b>Invoicing Group Maintenance – Add/Edit</b> screen	<ol style="list-style-type: none"> <li>1. Access the <b>Invoicing Group Maintenance – Add/Edit</b> screen.</li> <li>2. In the <b>Member Accounts</b> zone, click the <b>Broadcast</b> (🔊) icon corresponding to the member account that you want to remove from the master account.</li> </ol>
Remove a member from the master account through the <b>Invoicing Group Information</b> screen	<ol style="list-style-type: none"> <li>1. Access the <b>Invoicing Group Information</b> screen.</li> <li>2. In the <b>Selected Member Account</b> zone, click the <b>Broadcast</b> (🔊) icon corresponding to the member account that you want to remove from the master account.</li> </ol>

The **Edit Member Account Assignment** zone appears.

2. Click **Remove Member**.

The member is removed from the master account.

### Related Topics

For more information on...	See...
How to access the <b>Invoicing Group Maintenance – Add/Edit</b> screen	<a href="#">Viewing the Master Account Details</a> on page 45
How to access the <b>Invoicing Group Information</b> screen	<a href="#">Viewing the Member Account Details</a> on page 46
<b>Edit Member Account Assignment</b> zone	<a href="#">Edit Member Account Assignment</a> on page 47



## Invoicing Group Information

The **Invoicing Group Information** screen allows you to view the details of the member account. It also allows you to edit and remove the member account from the master account. This screen consists of the following zones:

- [Invoicing Group Information](#) on page 53
- [Selected Member Account](#) on page 53
- [Edit Member Account Assignment](#) on page 54

### Invoicing Group Information

The **Invoicing Group Information** zone displays the master account details of the member account. This zone contains the following fields:

Field Name	Field Description
Invoicing Group Assignment Type	Indicates that this zone displays information about the member's master account.
Customer Name	Displays the name of the main customer.
Primary Account Identifier	Displays the primary account identifier type of the master account along with its value.
Customer Class	Displays the customer class of the master account.
Account Currency	Displays the invoice currency of the master account.
Billing Cycle	Displays the billing cycle during which the master account is billed.
Division	Displays the division to which the master account belongs.

**Note:** All the fields in the **Invoicing Group Information** zone are read-only.

### Selected Member Account

The **Selected Member Account** zone displays the details of the member account. This zone contains the following columns:

Column Name	Column Description
Account Identifier Type	Displays the primary account identifier type of the member account.
Account Identifier	Displays the value of the primary account identifier type.
Account Currency	Displays the invoice currency of the member account. <b>Note:</b> During billing, the charges for the member account are calculated in this currency and then converted to the master account's currency.
Effective Start Date	Displays the date from when the charges for the member account appears on the bill of the master account.
Effective End Date	Displays the date till when the charges for the member account appears on the bill of the master account.
Customer Name	Displays the name of the main customer.
Customer Class	Displays the customer class of the member account.

Column Name	Column Description
Billing Cycle	Displays the billing cycle during which the member account is billed. <b>Note:</b> If the member account is removed from the master account, it will be billed during this billing cycle.

On clicking the **Broadcast** (📢) icon corresponding to the member account, the **Edit Member Account Assignment** zone appears with the details of the respective member account.

## Edit Member Account Assignment

The **Edit Member Account Assignment** zone allows you to edit the assignment details of the member account. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Start Date	Used to modify the date from when you want the charges for the member account to appear on the bill of the master account. <b>Note:</b> You can modify the date only when it is a future date. <b>Note:</b> The effective start date should be earlier than or equal to the member account's contract end date.	Yes
Invoicing Group Assignment Type	Indicates that the account is a member account.	Not applicable
Effective End Date	Used to modify the date till when you want the charges for the member account to appear on the bill of the master account. <b>Note:</b> You can modify the date only when it is not a past date. <b>Note:</b> The effective end date cannot be earlier than the effective start date.	No
Primary Account Identifier	Displays the primary account identifier type of the member account along with its value.	Not applicable

This zone contains the following two buttons:

Button Name	Button Description
Save	Used to save the changes made in this zone.
Remove Member	Used to remove the member from the master account.

By default, the **Edit Member Account Assignment** zone does not appear in the **Invoicing Group Information** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the member account in the **Selected Member Account** zone.

### Related Topics

For more information on...	See...
How to edit the member account assignment details	<a href="#">Editing the Member Account Assignment Details</a> on page 51
How to remove a member from the master account	<a href="#">Removing a Member from the Master Account</a> on page 52

## Editing the Member Account Assignment Details

### Procedure

You can edit the member account assignment details from both the **Invoicing Group Maintenance – Add/Edit** and the **Invoicing Group Information** screens. To edit the member account assignment details:

1. Do either of the following:

If you want to	Then
Edit the member account assignment details from the <b>Invoicing Group Maintenance – Add/Edit</b> screen	<ol style="list-style-type: none"> <li>1. Access the <b>Invoicing Group Maintenance – Add/Edit</b> screen.</li> <li>2. In the <b>Member Accounts</b> zone, click the <b>Broadcast</b> (📢) icon corresponding to the member account whose assignment details you want to edit.</li> </ol>
Edit the member account assignment details from the <b>Invoicing Group Information</b> screen	<ol style="list-style-type: none"> <li>1. Access the <b>Invoicing Group Information</b> screen.</li> <li>2. In the <b>Selected Member Account</b> zone, click the <b>Broadcast</b> (📢) icon corresponding to the member account whose assignment details you want to edit.</li> </ol>

The **Edit Member Account Assignment** zone appears.

2. Modify the effective start and end dates, if required.

**Note:** The effective start date should be earlier than or equal to the member account's contract end date.

**Note:** The effective end date cannot be earlier than the effective start date.

3. Click **Save**.

The changes are saved.

### Related Topics

For more information on...	See...
How to access the <b>Invoicing Group Maintenance – Add/Edit</b> screen	<a href="#">Viewing the Master Account Details</a> on page 45
How to access the <b>Invoicing Group Information</b> screen	<a href="#">Viewing the Member Account Details</a> on page 46
<b>Edit Member Account Assignment</b> zone	<a href="#">Edit Member Account Assignment</a> on page 47

## Removing a Member from the Master Account

### Procedure

You can remove a member from the master account through both the **Invoicing Group Maintenance – Add/Edit** and the **Invoicing Group Information** screens. To remove a member from the master account:

1. Do either of the following:

If you want to	Then
Remove a member from the master account through the <b>Invoicing Group Maintenance – Add/Edit</b> screen	<ol style="list-style-type: none"> <li>1. Access the <b>Invoicing Group Maintenance – Add/Edit</b> screen.</li> <li>2. In the <b>Member Accounts</b> zone, click the <b>Broadcast</b> (📢) icon corresponding to the member account that you want to remove from the master account.</li> </ol>
Remove a member from the master account through the <b>Invoicing Group Information</b> screen	<ol style="list-style-type: none"> <li>1. Access the <b>Invoicing Group Information</b> screen.</li> <li>2. In the <b>Selected Member Account</b> zone, click the <b>Broadcast</b> (📢) icon corresponding to the member account that you want to remove from the master account.</li> </ol>

The **Edit Member Account Assignment** zone appears.

2. Click **Remove Member**.

The member is removed from the master account.

### Related Topics

For more information on...	See...
How to access the <b>Invoicing Group Maintenance – Add/Edit</b> screen	<a href="#">Viewing the Master Account Details</a> on page 45
How to access the <b>Invoicing Group Information</b> screen	<a href="#">Viewing the Member Account Details</a> on page 46
<b>Edit Member Account Assignment</b> zone	<a href="#">Edit Member Account Assignment</a> on page 47

---

# Chapter

# 3

---

## Pricing Management

---

### Topics:

- [Price List Assignment \(Account\)](#)
- [Price List Assignment \(Customer\)](#)
- [Pricing \(Account\)](#)
- [Pricing \(Customer\)](#)
- [Manage Exchange Rates](#)
- [Manage Products](#)
- [Manage Price Lists](#)
- [Manage Product Assignments to Price Lists](#)
- [Copy Price List](#)
- [Product Relationship Maintenance](#)
- [Copy Bundle](#)
- [Manage Rate Definitions](#)
- [Manage Tiering Criteria](#)
- [Add Product Pricing](#)
- [Edit Assigned Pricing](#)
- [Override Product Pricing](#)
- [Price Assignment Characteristics](#)

Pricing Management allows you to define the prices that customers pay for products and services offered to them. These prices are either the standard prices defined in the price lists or the override prices that are specific to a customer or an account. The prices can be defined at various levels in a customer hierarchy (for example, at the account level, main customer level, or at the parent customer level). As prices can be defined at multiple places (for example, in the account's price list, main customer's price list, parent customer's price list), the order in which the system searches for prices will affect the price charged to the customer. This search order is configurable, and can vary with each division. The search order is specified when you define a division. You can change the search order at any time.

However, since a global customer is not associated to any division, the system cannot identify the price assignment search order to be used. Hence, the default search order is defined for global customers through the **C1\_PRASNORDR** feature configuration. You can change this default search order, if required.

The prices that are specific to a customer or an account are referred to as customer agreed or account agreed prices, respectively. You can override these agreed prices. Customer agreed or account agreed prices are effective for a particular duration and do not expire until you specify the end date manually. However, if you set the **Expire Override Switch** option type of the **C1\_EXP\_OVRD** feature configuration to **Y**, the system will automatically expire the agreed pricing when the agreed pricing of a customer or an account with no end date is overridden. In case you do not want the agreed pricing to automatically expire when it is overridden, you must set the **Expire Override Switch** option type of the **C1\_EXP\_OVRD** feature configuration to **N**.

The system allows you to define the following types of pricing:

- **Flat Pricing** — Used when you want to charge a fixed price per unit to the customer.
- **Tiered Pricing** — Used when standard flat pricing is not sufficient to meet the business needs. Through tiered pricing, you can offer more favorable pricing to the customers based on service quantity utilization. For example, CG Limited uses wire transfer services provided by a large bank. If CG Limited initiates up to 1,000 wire transfers, the fee charged by the bank will be \$5 per transfer. If CG Limited initiates more than 1,000 wire transfers, the fee will be \$3 per transfer. To introduce this flexibility in the pricing model, the following tiered pricing is defined:

Quantity Range	Rate (\$) per transfer
0 – 1000	5
1000+	3

You can define two types of tiered pricing:

- **Step Tiered Pricing** — The rate of the first tiering range is used to calculate the charge for the maximum quantity in the range, and for incremental service quantity utilization, the rate of the progressive tiering range is used. This happens till the utilized quantity is exhausted. For example, when you define the following step tiered pricing for Product A and the user consumes 60,000 units of the same, the system will charge the first 45,000 units at \$2 per unit and the remaining 15,000 units at \$1 per unit:

Quantity Range	Rate (\$) per unit
0 – 45000	2
45000+	1

- **Threshold Tiered Pricing** — The rate of the tiering range within which the service quantity utilization falls is used to calculate the charge for the entire volume. For example, when you define the following threshold tiered pricing for Product A and the user consumes 75,000 units of the same, the system will charge 75,000 units at \$1 per unit as the service quantity utilization falls within 45000+ tiering range:

Quantity Range	Rate (\$) per unit
0 – 45000	2
45000+	1

## Price List Assignment (Account)

Once a price list is defined, you can assign it to accounts to indicate the prices to be charged for the products or services offered to the customers. You can assign multiple price lists to an account along with the priority or order in which the pricing should be considered. You can also define whether the account can avail the product pricing listed on the parent or grandparent price list if it is not available on the assigned price list. In other words, you can define whether the account can inherit product pricing from the price list hierarchy.

For example, suppose you have PL1 (with priority 10) and PL2 (with priority 20) assigned to an account. While determining pricing for a product, the system will search for the product pricing in PL1. If the system does not find the product pricing in PL1, it will search for the product pricing in PL2. The system will behave in this manner only when the price list inheritance for both PL1 and PL2 is set to **No** during price list assignment.

If the price list inheritance for both PL1 and PL2 is set to **Yes**, the system will search for the product pricing in PL1. If the system does not find the product pricing in PL1, it will search for the product pricing from the price list hierarchy defined for PL1. However, if the system does not find the product pricing from the price list hierarchy, it will then search for the product pricing in PL2 (assigned to the account with priority 20). If the system still does not find the product pricing in PL2, it will search for the product pricing from the price list hierarchy defined for PL2.

The **Price List Assignment (Account)** screen allows you to search and assign a price list to the account. It also allows you to view the price lists that are already assigned to the account. This screen consists of the following zones:

- [Party](#) on page 59
- [Assigned Price Lists](#) on page 59
- [Historical Assigned Price Lists](#) on page 60
- [Search Price List to Assign](#) on page 61

### Party

The **Party** zone displays details of the account whose price list assignment details you want to view. This zone contains the following fields:

Field Name	Field Description
Customer Name	Displays the name of the main customer.
Account ID	Displays the account ID.
Primary Account Identifier	Displays the primary account identifier type of the account along with its value.
Division	Displays the division to which the account belongs.

**Note:** All the fields in the **Party** zone are read-only.

### Assigned Price Lists

The **Assigned Price Lists** zone lists price lists that are already assigned to the account. You will not find any records in this zone if the account does not have any price lists assigned to it. This zone contains the following columns:

Column Name	Column Description
Priority	Indicates the order in which the assigned price list should be considered while determining the product pricing for the account.
Effective Start Date	Displays the date from when the system will start using prices on the price list to bill products for the account.

Column Name	Column Description
Price List	Displays the price list ID. <b>Note:</b> The price list ID is generated automatically when the price list is created.
Price List Description	Displays the description of the price list.
Effective End Date	Displays the date till when the system will use prices on the price list to bill products for the account.
Price List Inheritance	Indicates whether the account can avail the product pricing listed on the parent or grandparent price list if it is not available on the assigned price list. In other words, it indicates whether the account can inherit product pricing from the price list hierarchy.
Assignment Status	Indicates whether the assigned price list is used for quote billing.
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Edit Price List Assignment</b> screen appears where you can edit the details of the price list assignment.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

### **Related Topics**

For more information on...	See...
How to view the price lists that are already assigned to an account	<a href="#">Viewing Price Lists Assigned to an Account</a> on page 63
How to edit the price list assignment details of an account	<a href="#">Editing the Price List Assignment Details</a> on page 63

## **Historical Assigned Price Lists**

The **Historical Assigned Price Lists** zone lists price lists that were assigned to the account in past, but are no longer used to bill products for the account. In other words, it lists the price list assignments which have expired. This zone contains the following columns:

Column Name	Column Description
Priority	Indicates the order in which the assigned price list was considered while determining the product pricing for the account.
Effective Start Date	Displays the date from when the system started using prices on the price list to bill products for the account.
Price List	Displays the price list ID. <b>Note:</b> The price list ID is generated automatically when the price list is created.
Price List Description	Displays the description of the price list.
Effective End Date	Displays the date till when the system used prices on the price list to bill products for the account.
Price List Inheritance	Indicates whether the account availed the product pricing listed on the parent or grandparent price list if it was not available on the assigned price list. In other words, it indicates whether the account inherited product pricing from the price list hierarchy.
Assignment Status	Indicates whether the assigned price list was used for quote billing.

Column Name	Column Description
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Edit Price List Assignment</b> screen appears where you can edit the details of the price list assignment.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

### Related Topics

For more information on...	See...
How to edit the historical price list assignment details of an account	<a href="#">Editing the Price List Assignment Details</a> on page 63

## Search Price List to Assign

The **Search Price List to Assign** zone allows you to search for a price list that you want to assign to the account. This zone contains the following two sections:

- **Search Criteria** — The criteria are grouped as indicated by line separators between the criteria. Each group is independent from the other, and only one group is used at a time for searching. If you enter criteria in more than one group, the criteria from the first group is used for searching. For example, if you enter Price List Description and Effective Start Date (which are in different criteria groups), the system searches using Price List Description, which appears before Effective Start Date.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Query Option	Used to specify whether you want to search against all the price lists or against those price lists that are already assigned either to a customer or to an account. <b>Note:</b> By default, the <b>Search Price List</b> option is selected.	Yes
Price List	Used to specify the price list ID.	No
Price List Description	Used to specify the description of the price list.	No
Customer Name	Used to specify the name of the customer whom the price list is assigned. <b>Note:</b> This field appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.	No
Account Identifier Type	Used to specify the account identifier type of the account to which the price list is assigned. <b>Note:</b> This field appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to specify the value of the account identifier type. <b>Note:</b> This field appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.

Field Name	Field Description	Mandatory (Yes or No)
Effective Start Date	The date that you enter in this field depends on the query option selected. If you have selected the <b>Search Price List</b> option, enter the date from when the price list is effective. If you have selected the <b>Search Assigned Price List</b> option, enter the date from when the system will start using prices on the price list to bill products for the customer or account.	No
Effective End Date	The date that you enter in this field depends on the query option selected. If you have selected the <b>Search Price List</b> option, enter the date till when the price list is effective. If you have selected the <b>Search Assigned Price List</b> option, enter the date till when the system will use prices on the price list to bill products for the customer or account.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The search results include only those price lists that are valid for the division to which the account belongs. It may also include price lists that are already assigned to the account in case those price lists match the search criteria.

The **Search Results** section contains the following columns:

Column Name	Column Description
Price List ID	Displays the price list ID. <b>Note:</b> It has a link. On clicking the link, the <b>Manage Product Assignments to Price Lists</b> screen appears with the details of the respective price list.
Account Information	Displays the account ID. <b>Note:</b> This column appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.
Account Identifier Type	Displays the account identifier type. <b>Note:</b> This column appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.
Account Identifier	Displays the value of the account identifier type. <b>Note:</b> This column appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.
Customer Name	Displays the name of the main customer. <b>Note:</b> This column appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.
Price List Description	Displays the description of the price list.
Effective Start Date	The date that appears in this column depends on the query option selected. If you have selected the <b>Search Price List</b> option, the date from when the price list is effective appears. If you have selected the <b>Search Assigned Price List</b> option, the date from when the system will start using prices on the price list to bill products for the customer or account appears.

Column Name	Column Description
Effective End Date	The date that appears in this column depends on the query option selected. If you have selected the <b>Search Price List</b> option, the date till when the price list is effective appears. If you have selected the <b>Search Assigned Price List</b> option, the date till when the system will use prices on the price list to bill products for the customer or account appears.
Assign	On clicking the <b>Assign</b>  icon, the <b>Assign Price List</b> screen appears where you can assign the price list to the account.

### Related Topics

For more information on...	See...
How to assign a price list to an account	<a href="#">Assigning a Price List to an Account</a> on page 65

## Viewing Price Lists Assigned to an Account

### Procedure

To view price lists assigned to an account:

1. Search for the account in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu**  icon corresponding to the account whose details you want to view.  
A menu appears.
3. Click the **Go To Price List Assignments** menu option.  
The **Price List Assignment (Account)** screen appears.
4. View the price lists that are already assigned to the account in the **Assigned Price Lists** zone.

### Related Topics

For more information on...	See...
How to search an account	<a href="#">Searching for an Account</a> on page 20
<b>Price List Assignment (Account)</b> screen	<a href="#">Price List Assignment (Account)</a> on page 59
<b>Assigned Price Lists</b> zone	<a href="#">Assigned Price Lists</a> on page 59

## Editing the Price List Assignment Details

### Procedure

To edit the price list assignment details of an account:

1. Search for the account in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu**  icon corresponding to the account whose details you want to edit.  
A menu appears.
3. Click the **Go To Price List Assignments** menu option.

The **Price List Assignment (Account)** screen appears.

4. Do either of the following:

If you want to	Then
Edit the price list assignment which is currently effective	In the <b>Assigned Price Lists</b> zone, click the <b>Edit</b> (✎) icon in the <b>Edit</b> column corresponding to the price list whose assignment details you want to edit.
Edit the price list assignment which has expired	In the <b>Historical Assigned Price Lists</b> zone, click the <b>Edit</b> (✎) icon in the <b>Edit</b> column corresponding to the price list whose assignment details you want to edit.

The **Price List Assignment (Account)** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Customer Name	Displays the name of the main customer.	Not applicable
Account ID	Displays the account ID.	Not applicable
Primary Account Identifier	Displays the primary account identifier type of the account along with its value.	Not applicable
Division	Displays the division to which the account belongs.	Not applicable
Price List	Displays the price list ID. <b>Note:</b> The price list ID is generated automatically when the price list is created.	Not applicable
Price List Description	Displays the description of the price list.	Not applicable
Effective Start Date	Used to modify the date from when the system will start using prices on the price list to bill products for the account. <b>Note:</b> The price list assignment start date cannot be earlier than the price list effective start date or later than the price list effective end date.	Yes
Effective End Date	Used to modify the date till when the system will use prices on the price list to bill products for the account. <b>Note:</b> The effective end date cannot be earlier than the effective start date. <b>Note:</b> The price list assignment end date cannot be later than the price list effective end date.	No
Priority	Used to modify the order in which the assigned price list should be considered while determining the product pricing for the account.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Price List Inheritance	Used to indicate whether the account can avail the product pricing listed on the parent or grandparent price list if it is not available on the assigned price list. You can select either of the following values: <ul style="list-style-type: none"> <li><b>Yes</b> — Indicates that the account can inherit product pricing from the price list hierarchy.</li> <li><b>No</b> — Indicates that the account cannot inherit product pricing from the price list hierarchy.</li> </ul>	Yes
Assignment Status	Indicates whether the assigned price list is used for quote billing.	Not applicable

5. Modify the required details.
6. Click **Save**.

The changes made to price list assignment are saved.

### Related Topics

For more information on...	See...
How to search for an account	<a href="#">Searching for an Account</a> on page 20
Assigned Price Lists zone	<a href="#">Assigned Price Lists</a> on page 59
Historical Assigned Price Lists zone	<a href="#">Historical Assigned Price Lists</a> on page 60

## Assigning a Price List to an Account

### Prerequisites

To assign a price list to an account, you should have:

- Price list defined in the application
- Pricing for all the products assigned to the price list defined in the application
- Price list associated with the division to which the account belongs

### Procedure

To assign a price list to an account:

1. Search for the account in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu**  icon corresponding to the account whose details you want to edit.

A menu appears.

3. Click the **Go To Price List Assignments** menu option.

The **Price List Assignment (Account)** screen appears.

4. Search for the price list in the **Search Price List to Assign** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria.

Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. In the **Search Results** section, click the **Assign**  icon corresponding to the price list that you want to assign to the account.

The **Price List Assignment (Account)** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Customer Name	Displays the name of the main customer.	Not applicable
Account ID	Displays the account ID.	Not applicable
Primary Account Identifier	Displays the primary account identifier type of the account along with its value.	Not applicable
Division	Displays the division to which the account belongs.	Not applicable
Price List	Displays the price list ID. <b>Note:</b> The price list ID is generated automatically when the price list is created.	Not applicable
Price List Description	Displays the description of the price list.	Not applicable
Effective Start Date	Used to specify the date from when the system will start using prices on the price list to bill products for the account. <b>Note:</b> The price list assignment start date cannot be earlier than the price list effective start date or later than the price list effective end date.	Yes
Effective End Date	Used to specify the date till when the system will use prices on the price list to bill products for the account. <b>Note:</b> The effective end date cannot be earlier than the effective start date. <b>Note:</b> The price list assignment end date cannot be later than the price list effective end date.	No
Priority	Used to specify the order in which the assigned price list should be considered while determining the product pricing for the account.	Yes
Price List Inheritance	Used to indicate whether the account can avail the product pricing listed on the parent or grandparent price list if it is not available on the assigned price list. You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Yes</b> — Indicates that the account can inherit product pricing from the price list hierarchy.</li> <li>• <b>No</b> — Indicates that the account cannot inherit product pricing from the price list hierarchy.</li> </ul>	Yes

Field Name	Field Description	Mandatory (Yes or No)
Assignment Status	Used to indicate whether the assigned price list will be used for quote billing. You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Active</b> — Indicates that the assigned price list will be used for normal billing.</li> <li>• <b>Proposed</b> — Indicates that the assigned price list will be used for quote billing.</li> </ul>	Yes

6. Enter the required details.
7. Click **Save**.

The price list is assigned to the account.

### Related Topics

For more information on...	See...
How to search for an account	<a href="#">Searching for an Account</a> on page 20
<b>Search Price List to Assign</b> zone	<a href="#">Search Price List to Assign</a> on page 61

## Price List Assignment (Customer)

Once a price list is defined, you can assign it to customers to indicate the prices to be charged for the products or services offered to them. You can assign multiple price lists to a customer along with the priority or order in which the pricing should be considered. You can also define whether the customer can avail the product pricing listed on the parent or grandparent price list if it is not available on the assigned price list. In other words, you can define whether the customer can inherit product pricing from the price list hierarchy.

For example, suppose you have PL1 (with priority 10) and PL2 (with priority 20) assigned to a customer. While determining pricing for a product, the system will search for the product pricing in PL1. If the system does not find the product pricing in PL1, it will search for the product pricing in PL2. The system will behave in this manner only when the price list inheritance for both PL1 and PL2 is set to **No** during price list assignment.

If the price list inheritance for both PL1 and PL2 is set to **Yes**, the system will search for the product pricing in PL1. If the system does not find the product pricing in PL1, it will search for the product pricing from the price list hierarchy defined for PL1. However, if the system does not find the product pricing from the price list hierarchy, it will then search for the product pricing in PL2 (assigned to the customer with priority 20). If the system still does not find the product pricing in PL2, it will search for the product pricing from the price list hierarchy defined for PL2.

The **Price List Assignment (Customer)** screen allows you to search and assign a price list to the customer. It also allows you to view the price lists that are already assigned to the customer. This screen consists of the following zones:

- [Party](#) on page 68
- [Assigned Price Lists](#) on page 68
- [Historical Assigned Price Lists](#) on page 69
- [Search Price List to Assign](#) on page 69

## Party

The **Party** zone displays details of the customer whose price list assignment details you want to view. This zone contains the following fields:

Field Name	Field Description
Customer Name	Displays the name of the customer.
Person ID	Displays the person ID of the customer.
Division	Displays the division to which the customer belongs.

**Note:** All the fields in the **Party** zone are read-only.

## Assigned Price Lists

The **Assigned Price Lists** zone lists price lists that are already assigned to the customer. You will not find any records in this zone if there are no price lists assigned to the customer. This zone contains the following columns:

Column Name	Column Description
Effective Start Date	Displays the date from when the system will start using prices on the price list to bill products for the customer.
Priority	Indicates the order in which the assigned price list should be considered while determining the product pricing for the customer.
Price List	Displays the price list ID. <b>Note:</b> The price list ID is generated automatically when the price list is created.
Price List Description	Displays the description of the price list.
Effective End Date	Displays the date till when the system will use prices on the price list to bill products for the customer.
Price List Inheritance	Indicates whether the customer can avail the product pricing listed on the parent or grandparent price list if it is not available on the assigned price list. In other words, it indicates whether the customer can inherit product pricing from the price list hierarchy.
Assignment Status	Indicates whether the assigned price list is used for quote billing.
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Edit Price List Assignment</b> screen appears where you can edit the details of the price list assignment.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

### Related Topics

For more information on...	See...
How to view the price lists that are assigned to a customer	<a href="#">Viewing Price Lists Assigned to a Customer</a> on page 71
How to edit the price list assignment details of a customer	<a href="#">Editing the Price List Assignment Details</a> on page 72

## Historical Assigned Price Lists

The **Historical Assigned Price Lists** zone lists price lists that were assigned to the customer in past, but are no longer used to bill products for the customer. In other words, it lists the price list assignments which have expired. This zone contains the following columns:

Column Name	Column Description
Priority	Indicates the order in which the assigned price list was considered while determining the product pricing for the customer.
Effective Start Date	Displays the date from when the system started using prices on the price list to bill products for the customer.
Price List	Displays the price list ID. <b>Note:</b> The price list ID is generated automatically when the price list is created.
Price List Description	Displays the description of the price list.
Effective End Date	Displays the date till when the system used prices on the price list to bill products for the customer.
Price List Inheritance	Indicates whether the customer availed the product pricing listed on the parent or grandparent price list if it was not available on the assigned price list. In other words, it indicates whether the customer inherited product pricing from the price list hierarchy.
Assignment Status	Indicates whether the assigned price list was used for quote billing.
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Edit Price List Assignment</b> screen appears where you can edit the details of the price list assignment.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

### Related Topics

For more information on...	See...
How to edit the historical price list assignment details of a customer	<a href="#">Editing the Price List Assignment Details</a> on page 72

## Search Price List to Assign

The **Search Price List to Assign** zone allows you to search for a price list that you want to assign to the customer. This zone contains the following two sections:

- **Search Criteria** — The criteria are grouped as indicated by line separators between the criteria. Each group is independent from the other, and only one group is used at a time for searching. If you enter criteria in more than one group, the criteria from the first group is used for searching. For example, if you enter Price List Description and Effective Start Date (which are in different criteria groups), the system searches using Price List Description, which appears before Effective Start Date.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Query Option	Used to specify whether you want to search against all the price lists or against those price lists that are already assigned either to a customer or to an account.  <b>Note:</b> By default, the <b>Search Price List</b> option is selected.	Yes
Price List	Used to specify the price list ID.	No
Price List Description	Used to specify the description of the price list.	No
Customer Name	Used to specify the name of the customer whom the price list is assigned.  <b>Note:</b> This field appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.	No
Account Identifier Type	Used to specify the account identifier type of the account to which the price list is assigned.  <b>Note:</b> This field appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.	Yes (Conditional)  <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to specify the value of the account identifier type.  <b>Note:</b> This field appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.	Yes (Conditional)  <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Effective Start Date	The date that you enter in this field depends on the query option selected. If you have selected the <b>Search Price List</b> option, enter the date from when the price list is effective. If you have selected the <b>Search Assigned Price List</b> option, enter the date from when the system will start using prices on the price list to bill products for the customer or account.	No
Effective End Date	The date that you enter in this field depends on the query option selected. If you have selected the <b>Search Price List</b> option, enter the date till when the price list is effective. If you have selected the <b>Search Assigned Price List</b> option, enter the date till when the system will use prices on the price list to bill products for the customer or account.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The search results include only those price lists that are valid for the division to which the customer belongs. It may also include price lists that are already assigned to the customer in case those price lists match the search criteria.

The **Search Results** section contains the following columns:

Column Name	Column Description
Price List ID	Displays the price list ID. <b>Note:</b> It has a link. On clicking the link, the <b>Manage Product Assignments to Price Lists</b> screen appears with the details of the respective price list.
Account Information	Displays the account ID. <b>Note:</b> This column appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.
Account Identifier Type	Displays the account identifier type. <b>Note:</b> This column appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.
Account Identifier	Displays the value of the account identifier type. <b>Note:</b> This column appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.
Customer Name	Displays the name of the customer. <b>Note:</b> This column appears only when you select the <b>Search Assigned Price List</b> option from the <b>Query Option</b> list.
Price List Description	Displays the description of the price list.
Effective Start Date	The date that appears in this column depends on the query option selected. If you have selected the <b>Search Price List</b> option, the date from when the price list is effective appears. If you have selected the <b>Search Assigned Price List</b> option, the date from when the system will start using prices on the price list to bill products for the customer or account appears.
Effective End Date	The date that appears in this column depends on the query option selected. If you have selected the <b>Search Price List</b> option, the date till when the price list is effective appears. If you have selected the <b>Search Assigned Price List</b> option, the date till when the system will use prices on the price list to bill products for the customer or account appears.
Assign	On clicking the <b>Assign</b>  icon, the <b>Assign Price List</b> screen appears where you can assign the price list to the customer.

### Related Topics

For more information on...	See...
How to assign a price list to a customer	<a href="#">Assigning a Price List to a Customer</a> on page 74

## Viewing Price Lists Assigned to a Customer

### Procedure

To view the price lists assigned to a customer:

1. Search for the customer in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu**  icon corresponding to the customer whose details you want to view.

A menu appears.

3. Click the **Go To Price List Assignments** menu option.

The **Price List Assignment (Customer)** screen appears.

4. View the price lists that are already assigned to the customer in the **Assigned Price Lists** zone.

### Related Topics

For more information on...	See...
How to search a customer	<a href="#">Searching for a Customer</a> on page 23
<b>Price List Assignment (Customer)</b> screen	<a href="#">Price List Assignment (Customer)</a> on page 67
<b>Assigned Price Lists</b> zone	<a href="#">Assigned Price Lists</a> on page 68

## Editing the Price List Assignment Details

### Procedure

To edit the price list assignment details of a customer:

1. Search for the customer in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** (☰) icon corresponding to the customer whose details you want to edit.

A menu appears.

3. Click the **Go To Price List Assignments** menu option.

The **Price List Assignment (Customer)** screen appears.

4. Do either of the following:

If you want to	Then
Edit the price list assignment which is currently effective	In the <b>Assigned Price Lists</b> zone, click the <b>Edit</b> (✎) icon in the <b>Edit</b> column corresponding to the price list whose assignment details you want to edit.
Edit the price list assignment which has expired	In the <b>Historical Assigned Price Lists</b> zone, click the <b>Edit</b> (✎) icon in the <b>Edit</b> column corresponding to the price list whose assignment details you want to edit.

The **Price List Assignment (Customer)** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Customer Name	Displays the name of the customer.	Not applicable
Person ID	Displays the person ID of the customer.	Not applicable
Division	Displays the division to which the customer belongs.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Price List	Displays the price list ID. <b>Note:</b> The price list ID is generated automatically when the price list is created.	Not applicable
Price List Description	Displays the description of the price list.	Not applicable
Effective Start Date	Used to modify the date from when the system will start using prices on the price list to bill products for the customer. <b>Note:</b> The price list assignment start date cannot be earlier than the price list effective start date or later than the price list effective end date.	Yes
Effective End Date	Used to modify the date till when the system will use prices on the price list to bill products for the customer. <b>Note:</b> The effective end date cannot be earlier than the effective start date. <b>Note:</b> The price list assignment end date cannot be later than the price list effective end date.	No
Priority	Used to modify the order in which the assigned price list should be considered while determining the product pricing for the customer.	Yes
Price List Inheritance	Used to indicate whether the customer can avail the product pricing listed on the parent or grandparent price list if it is not available on the assigned price list. You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Yes</b> — Indicates that the customer can inherit product pricing from the price list hierarchy.</li> <li>• <b>No</b> — Indicates that the customer cannot inherit product pricing from the price list hierarchy.</li> </ul>	Yes
Assignment Status	Indicates whether the assigned price list is used for quote billing.	Not applicable

5. Modify the required details.

6. Click **Save**.

The changes made to price list assignment are saved.

### **Related Topics**

For more information on...	See...
How to search for a customer	<a href="#">Searching for a Customer</a> on page 23
<b>Assigned Price Lists</b> zone	<a href="#">Assigned Price Lists</a> on page 68
<b>Historical Assigned Price Lists</b> zone	<a href="#">Historical Assigned Price Lists</a> on page 69

## Assigning a Price List to a Customer

### Prerequisites

To assign a price list to a customer, you should have:

- Price list defined in the application
- Pricing for all the products assigned to the price list defined in the application
- Price list associated with the division to which the customer belongs

### Procedure

To assign a price list to a customer:

1. Search for the customer in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the customer whose details you want to view.

A menu appears.

3. Click the **Go To Price List Assignments** menu option.

The **Price List Assignment (Customer)** screen appears.

4. Search for the price list in the **Search Price List to Assign** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. In the **Search Results** section, click the **Assign** () icon corresponding to the price list that you want to assign to the customer.

The **Price List Assignment (Customer)** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Customer Name	Displays the name of the customer.	Not applicable
Person ID	Displays the person ID of the customer.	Not applicable
Division	Displays the division to which the customer belongs.	Not applicable
Price List	Displays the price list ID. <b>Note:</b> The price list ID is generated automatically when the price list is created.	Not applicable
Price List Description	Displays the description of the price list.	Not applicable
Effective Start Date	Used to specify the date from when the system will start using prices on the price list to bill products for the customer. <b>Note:</b> The price list assignment start date cannot be earlier than the price list effective start date or later than the price list effective end date.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Effective End Date	Used to specify the date till when the system will use prices on the price list to bill products for the customer.  <b>Note:</b> The effective end date cannot be earlier than the effective start date.  <b>Note:</b> The price list assignment end date cannot be later than the price list effective end date.	No
Priority	Used to specify the order in which the assigned price list should be considered while determining the product pricing for the customer.	Yes
Price List Inheritance	Used to indicate whether the customer can avail the product pricing listed on the parent or grandparent price list if it is not available on the assigned price list. You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Yes</b> — Indicates that the customer can inherit product pricing from the price list hierarchy.</li> <li>• <b>No</b> — Indicates that the customer cannot inherit product pricing from the price list hierarchy.</li> </ul>	Yes
Assignment Status	Used to indicate whether the assigned price list will be used for quote billing. You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Active</b> — Indicates that the assigned price list will be used for normal billing.</li> <li>• <b>Proposed</b> — Indicates that the assigned price list will be used for quote billing.</li> </ul>	Yes

6. Enter the required details.

7. Click **Save**.

The price list is assigned to the customer.

### **Related Topics**

For more information on...	See...
How to search for a customer	<a href="#">Searching for a Customer</a> on page 23
<b>Search Price List to Assign</b> zone	<a href="#">Search Price List to Assign</a> on page 69

## **Pricing (Account)**

---

The **Pricing (Account)** screen allows you to:

- View effective pricing for products assigned to the account either directly or through the customer hierarchy
- Filter products that are already assigned to the account
- Search and assign products to the account

- Edit or override a product pricing

This screen consists of the following zones:

- [Party Information](#) on page 76
- [Effective Price Assignment](#) on page 76
- [Search Products to Assign](#) on page 78

Through the **Pricing (Account)** screen, you can navigate to the following screens:

- [Manage Products](#) on page 95
- [Add Product Pricing](#) on page 137
- [Override Product Pricing](#) on page 145
- [Edit Assigned Pricing](#) on page 141

## Party Information

The **Party Information** zone displays basic information about the account. This zone contains the following fields:

Field Name	Field Description
Customer Name	Displays the name of the main customer.
Account ID	Displays the account ID.
Primary Account Identifier	Displays the primary account identifier type of the account along with its value.
Division	Displays the division to which the account belongs.

**Note:** All the fields in the **Party Information** zone are read-only.

## Effective Price Assignment

The **Effective Price Assignment** zone allows you to filter product pricing based on the various search criteria. The default order in which the product pricing is listed in this zone is controlled by the Price Assignment Search algorithm defined for the division to which the account belongs.

In case of bundles, the order in which the product pricing is listed in this zone is based on the following condition:

- If the system finds pricing for products that belong to a bundle before finding pricing for the bundle, then the system lists the pricing for products that belong to the bundle, and not the pricing for the bundle. For example, let say, B0001 is a bundle, and contains C0001 and C0002 products. If the system finds pricing for B0001, it validates whether the pricing for C0001 and C0002 has already been found. If yes, then the system lists the pricing for C0001 and C0002. If the system does not find pricing for C0001 and C0002 before finding pricing for B0001, it lists the pricing for B0001.

This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account ID	Displays the account ID.	Not applicable
Effective Pricing Date	Used to specify the date from when the pricing assignment is effective.	No
Product	Used to specify the product code.	No
Product Description	Used to specify the description of the product.	No

Field Name	Field Description	Mandatory (Yes or No)
Assignment Level	<p>Used to specify the pricing assignment type. You can specify either of the following assignment types:</p> <ul style="list-style-type: none"> <li>• <b>Account Agreed</b> – Means product pricing is agreed for the specific account within the hierarchy.</li> <li>• <b>Account Price List</b> – Means product pricing is defined within the price list that is assigned to the account.</li> <li>• <b>Account Inherited Price List</b> — Means product pricing is inherited from the hierarchy defined for the price list that is assigned to the account.</li> <li>• <b>Customer Agreed</b> – Means product pricing is agreed for the specific customer within the hierarchy.</li> <li>• <b>Customer Price List</b> – Means product pricing is defined within the price list that is assigned to the customer.</li> <li>• <b>Customer Inherited Price List</b> — Means product pricing is inherited from the hierarchy defined for the price list that is assigned to the customer.</li> <li>• <b>Parent Customer Agreed</b> – Means product pricing is agreed for the parent customer in the hierarchy.</li> <li>• <b>Parent Customer Price List</b> – Means product pricing is defined within the price list that is assigned to the parent customer.</li> <li>• <b>Parent Customer Inherited Price List</b> — Means product pricing is inherited from the hierarchy defined for the price list that is assigned to the parent customer.</li> </ul>	No
Parent Customer	Used to specify the name of the parent customer from whom the pricing is inherited.	No

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Product	<p>Displays the product code.</p> <p><b>Note:</b> It has a link. On clicking the link, the <b>Manage Products</b> screen appears with the details of the respective product.</p>
Product Description	Displays the description of the product.
CCY (I)	Displays the issue currency for product pricing.
Assignment Level	Displays the pricing assignment type.

Column Name	Column Description
Price List Description	Displays the description of the price list. <b>Note:</b> The description appears only when the pricing assignment type is Account Price List, Account Inherited Price List, Customer Price List, Customer Inherited Price List, Parent Customer Price List, or Parent Customer Inherited Price List.
Rate	Displays the price of the product. It can be tiered or non-tiered pricing. It can be agreed pricing, price list pricing, or pricing inherited from the price list hierarchy. An asterisk (*) symbol appears next to the pricing which is applied only to the new customers.
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Edit Assigned Pricing</b> screen appears where you can edit the rates, criteria, associated product, and tiering ranges. <b>Note:</b> The <b>Edit</b> icon appears only when the assignment level is account agreed.
Override	When you override a product pricing, you create prices that are specific to an account (which is referred to as account agreed pricing). In other words, you create a new price assignment within the hierarchy. You can then edit this account agreed pricing.  On clicking the <b>Override</b> (🔧) icon, the <b>Override Product Pricing</b> screen appears where you can override rates, criteria, associated product, and tiering ranges.
Start Date	Displays the date from when the pricing assignment is effective.
End Date	Displays the date till when the pricing assignment is effective.
CCY (P)	Displays the pricing currency used in the pricing assignment.
Parent Customer	Displays the name of the parent or grandparent customer from whom the pricing is inherited.

**Note:** The number of records that appear in the search results is controlled via a feature configuration called **C1\_PR\_REC**. At any time, you can change the number of records that must be retrieved using the **Effective Pricing RecordSet Limit** option type of the **C1\_PR\_REC** feature configuration. The value for the option type can only be in integers and not in decimals. The maximum number of records that can be retrieved are 5000.

### Related Topics

For more information on...	See...
How to view effective pricing of an account	<a href="#">Viewing Effective Pricing of an Account</a> on page 79
How to override a product pricing	<a href="#">Overriding Product Pricing</a> on page 148
How to edit a product pricing	<a href="#">Editing Assigned Pricing</a> on page 144
How to export product pricing in the CSV format	<a href="#">Exporting Effective Pricing in CSV Format</a> on page 80

## Search Products to Assign

The **Search Products to Assign** zone allows you to search for products that you want to assign to the account. The search for products is restricted to those products that are valid for the account's division. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the product code.	No

Field Name	Field Description	Mandatory (Yes or No)
Product Description	Used to specify the description of the product.	No
Global Price List	Used to indicate whether the product can be assigned to a global price list or not.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Product	Displays the product code. <b>Note:</b> It has a link. On clicking the link, the <b>Add Product Pricing</b> screen appears.
Product Description	Displays the description of the product.
Global Price List	Indicates whether the product can be assigned to a global price list or not.
Unit of Measure	Displays the unit of measure associated with the product. <b>Note:</b> The unit of measure is generated automatically when the product is created.
Bundled	Indicates whether the product is a bundle or not.
Bundle Type	Displays the type of the bundle.

### Related Topics

For more information on...	See...
How to assign a product to an account	<a href="#">Assigning a Product to an Account</a> on page 81

## Viewing Effective Pricing of an Account

### Prerequisites

To view effective pricing of an account, you should have:

- Products assigned to the account either directly or through the customer hierarchy

### Procedure

To view effective pricing of an account:

1. Search for the account in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to view.  
A menu appears.
3. Click the **Go To Effective Pricing** menu option.  
The **Pricing (Account)** screen appears.
4. View the pricing for products assigned to the account (either directly or through the customer hierarchy) in the **Effective Price Assignment** zone.
5. If required, you can filter the product pricing by entering the search criteria in the **Effective Price Assignment** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria.

Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

### Related Topics

For more information on...	See...
How to search an account	<a href="#">Searching for an Account</a> on page 20
<b>Pricing (Account)</b> screen	<a href="#">Pricing (Account)</a> on page 75
<b>Effective Price Assignment</b> zone	<a href="#">Effective Price Assignment</a> on page 76

## Exporting Effective Pricing in CSV Format

### Procedure

To export effective pricing of an account in CSV format:

1. Search for the account in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the account whose details you want to view.

A menu appears.

3. Click the **Go To Effective Pricing** menu option.

The **Pricing (Account)** screen appears.

4. If required, you can filter the product pricing by entering the search criteria in the **Effective Price Assignment** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click the **Export to Excel** link in the **Effective Price Assignment** zone.

The **File Download** dialog box appears.

6. Click **Save**.

The **Save As** dialog box appears.

7. Browse to the location where you want to save the file.
8. Enter the file name in the respective field, and click **Save**.

The search results are exported in CSV format.

9. Open the CSV file in Microsoft Excel.

It contains the following columns:

Column Name	Column Description
Product	Displays the product code.
Product Description	Displays the description of the product.
CCY (I)	Displays the issue currency for product pricing.

Column Name	Column Description
Assignment Level	Displays the pricing assignment type.
Price List Description	Displays the description of the price list. <b>Note:</b> The description appears only when the pricing assignment type is Account Price List, Customer Price List, or Parent Customer Price List.
Rate	Displays the price of the product. It can be tiered or non-tiered pricing. It can be agreed pricing, price list pricing, or pricing inherited from the price list hierarchy. An asterisk (*) symbol appears next to the pricing which is applied only to the new customers.
Start Date	Displays the date from when the pricing assignment is effective.
End Date	Displays the date till when the pricing assignment is effective.
CCY (P)	Displays the pricing currency used in the pricing assignment.
Lower Limit	Displays the lower limit of the tiering range.
Upper Limit	Displays the upper limit of the tiering range.
PA Usage Flag	Indicates whether the price assignment is applicable to all the customers or only to the new customers.
Price Assignment ID	Displays the ID that is generated automatically when the price assignment is done.
Parent Level	Displays the numerical level of the parent in the hierarchy from whom the pricing is inherited.
Price List ID	Displays the price list ID from where the pricing is inherited.
Price List Start Date	Displays the date from when the price list is effective.
Parent Customer	Displays the name of the immediate parent customer in the hierarchy.

### **Related Topics**

For more information on...	See...
How to search an account	<a href="#">Searching for an Account</a> on page 20
<b>Pricing (Account)</b> screen	<a href="#">Pricing (Account)</a> on page 75
<b>Effective Price Assignment</b> zone	<a href="#">Effective Price Assignment</a> on page 76

## **Assigning a Product to an Account**

### **Prerequisites**

To assign a product to an account, you should have:

- Product created in the application
- Product associated with the division to which the account belongs

### **Procedure**

To assign a product to an account:

1. Search for the account in the **Banking Control Central** screen.

2. In the **Search Results** section, click the **Show Context Menu** (🔍) icon corresponding to the account whose details you want to view.  
A menu appears.
3. Click the **Go To Effective Pricing** menu option.  
The **Pricing (Account)** screen appears.
4. In the **Search Products to Assign** zone, enter the criteria to search for the product that you want to assign to the account.  
**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.
5. Click **Refresh**.  
The search results appear.
6. In the **Search Results** section, click the link in the **Product** column corresponding to the product that you want to assign to the account.  
The **Add Product Pricing** screen appears.
7. Define the pricing for the product.  
**Note:** You cannot assign a product to an account until you define the pricing for that product.

### Related Topics

For more information on...	See...
How to search an account	<a href="#">Searching for an Account</a> on page 20
<b>Pricing (Account)</b> screen	<a href="#">Pricing (Account)</a> on page 75
<b>Search Products to Assign</b> zone	<a href="#">Search Products to Assign</a> on page 78
<b>Add Product Pricing</b> screen	<a href="#">Add Product Pricing</a> on page 137
How to define product pricing	<a href="#">Defining Product Pricing</a> on page 140

## Pricing (Customer)

---

The **Pricing (Customer)** screen allows you to:

- View effective pricing for products assigned to the customer either directly or through the customer hierarchy
- Filter products that are already assigned to the customer
- Search and assign products to the customer
- Edit or override a product pricing

You can also view effective pricing for global customers (i.e. the customers that are not associated to any division) in this screen. The pricing for all the products assigned to the global customer either directly or through a price list appears in this screen. However, you will be able to view pricing for only those products that are associated to the division to which you have access.

Since a global customer is not associated to any division, the system cannot identify the price assignment search order to be used. Hence, the default search order is defined as a feature configuration called **C1\_PRASNORDR** for global customers. You can change this default search order, if required. The valid value is: **AGREED\_PRICELIST** or **AGREED\_FIRST**. You can also create a custom search order which will need a custom algorithm.

This screen consists of the following zones:

- [Party](#) on page 83
- [Effective Price Assignment](#) on page 83
- [Search Products to Assign](#) on page 85

Through the **Pricing (Customer)** screen, you can navigate to the following screens:

- [Manage Products](#) on page 95
- [Add Product Pricing](#) on page 137
- [Override Product Pricing](#) on page 145
- [Edit Assigned Pricing](#) on page 141

## Party

The **Party** zone displays basic information about the customer. This zone contains the following fields:

Field Name	Field Description
Customer Name	Displays the name of the customer.
Person ID	Displays the person ID of the customer.
Division	Displays the division to which the customer belongs.

**Note:** All the fields in the **Party** zone are read-only.

## Effective Price Assignment

The **Effective Price Assignment** zone allows you to filter product pricing based on the various search criteria. The default order in which the product pricing is listed in this zone is controlled by the Price Assignment Search algorithm defined for the division to which the customer belongs.

In case of bundles, the order in which the product pricing is listed in this zone is based on the following condition:

- If the system finds pricing for products that belong to a bundle before finding pricing for the bundle, then the system lists the pricing for products that belong to the bundle and not the pricing for the bundle. For example, let say, B0001 is a bundle, and contains C0001 and C0002 products. If the system finds pricing for B0001, it validates whether the pricing for C0001 and C0002 has already been found. If yes, then the system lists the pricing for C0001 and C0002. If the system does not find pricing for C0001 and C0002 before finding pricing for B0001, it lists the pricing for B0001.

This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Person ID	Displays the person ID of the customer.	Not applicable
Effective Pricing Date	Used to specify the date from when the pricing assignment is effective.	No
Product	Used to specify the product code.	No
Product Description	Used to specify the description of the product.	No

Field Name	Field Description	Mandatory (Yes or No)
Assignment Level	Used to specify the pricing assignment type. You can specify either of the following assignment types: <ul style="list-style-type: none"> <li>• <b>Customer Agreed</b> – Means product pricing is agreed for the specific customer within the hierarchy.</li> <li>• <b>Customer Price List</b> – Means product pricing is defined within the price list that is assigned to the customer.</li> <li>• <b>Customer Inherited Price List</b> — Means product pricing is inherited from the hierarchy defined for the price list that is assigned to the customer.</li> <li>• <b>Parent Customer Agreed</b> – Means product pricing is agreed for the parent customer in the hierarchy.</li> <li>• <b>Parent Customer Price List</b> – Means product pricing is defined within the price list that is assigned to the parent customer.</li> <li>• <b>Parent Customer Inherited Price List</b> — Means product pricing is inherited from the hierarchy defined for the price list that is assigned to the parent customer.</li> </ul>	No
Parent Customer	Used to specify the name of the parent customer from whom the pricing is inherited.	No

- **Search Results** — On clicking the **Search** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Product	Displays the product code. <b>Note:</b> It has a link. On clicking the link, the <b>Manage Products</b> screen appears with the details of the respective product.
Product Description	Displays the description of the product.
CCY (I)	Displays the issue currency for product pricing.
Assignment Level	Displays the pricing assignment type.
Price List Description	Displays the description of the price list. <b>Note:</b> The description appears only when the pricing assignment type is Customer Price List, Customer Inherited Price List, Parent Customer Price List, or Parent Customer Inherited Price List.
Rate	Displays the price of the product. It can be tiered or non-tiered pricing. It can be agreed pricing, price list pricing, or pricing inherited from the price list hierarchy. An asterisk (*) symbol appears next to the pricing which is applied only to the new customers.

Column Name	Column Description
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Edit Assigned Pricing</b> screen appears where you can edit the rates, criteria, associated product, and tiering ranges. <b>Note:</b> The <b>Edit</b> icon appears only when the assignment level is customer agreed.
Override	When you override a product pricing, you create prices that are specific to a customer (which is referred to as customer agreed pricing). In other words, you create a new price assignment within the hierarchy. You can then edit this customer agreed pricing.  On clicking the <b>Override</b> (✎) icon, the <b>Override Product Pricing</b> screen appears where you can override rates, criteria, associated product, and tiering ranges.
Start Date	Displays the date from when the pricing assignment is effective.
End Date	Displays the date till when the pricing assignment is effective.
CCY (P)	Displays the pricing currency used in the pricing assignment.
Parent Customer	Displays the name of the parent or grandparent customer from whom the pricing is inherited.

**Note:** The number of records that appear in the search results is controlled via a feature configuration called **C1\_PR\_REC**. At any time, you can change the number of records that must be retrieved using the **Effective Pricing RecordSet Limit** option type of the **C1\_PR\_REC** feature configuration. The value for the option type can only be in integers and not in decimals. The maximum number of records that can be retrieved are 5000.

### Related Topics

For more information on...	See...
How to view effective pricing of a customer	<a href="#">Viewing Effective Pricing of a Customer</a> on page 86
How to override a product pricing	<a href="#">Overriding Product Pricing</a> on page 148
How to edit a product pricing	<a href="#">Editing Assigned Pricing</a> on page 144
How to export product pricing in the CSV format	<a href="#">Exporting Effective Pricing in CSV Format</a> on page 87

## Search Products to Assign

The **Search Products to Assign** zone allows you to search for products that you want to assign to the customer. If the customer belongs to a division, the search will be limited to those products that are offered by the division. If the customer does not belong to a division, the search will be performed against all the products defined in the system. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the product code.	No
Product Description	Used to specify the description of the product.	No
Global Price List	Used to indicate whether the product can be assigned to a global price list or not.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Product	Displays the product code. <b>Note:</b> It has a link. On clicking the link, the <b>Add Product Pricing</b> screen appears.
Product Description	Displays the description of the product.
Global Price List	Indicates whether the product can be assigned to a global price list or not.
Unit of Measure	Displays the unit of measure associated with the product. <b>Note:</b> The unit of measure is generated automatically when the product is created.
Bundled	Indicates whether the product is a bundle or not.
Bundle Type	Displays the type of the bundle.

### Related Topics

For more information on...	See...
How to assign a product to a customer	<a href="#">Assigning a Product to a Customer</a> on page 88

## Viewing Effective Pricing of a Customer

### Prerequisites

To view effective pricing of a customer, you should have:

- Products assigned to the customer either directly or through the customer hierarchy

### Procedure

To view effective pricing of a customer:

1. Search for the customer in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the customer whose details you want to view.  
A menu appears.
3. Click the **Go To Effective Pricing** menu option.  
The **Pricing (Customer)** screen appears.
4. View the pricing for products assigned to the customer (either directly or through the customer hierarchy) in the **Effective Price Assignment** zone.
5. If required, you can filter the product pricing by entering the search criteria in the **Effective Price Assignment** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

### Related Topics

For more information on...	See...
How to search a customer	<a href="#">Searching for a Customer</a> on page 23

<b>For more information on...</b>	<b>See...</b>
<b>Pricing (Customer)</b> screen	<i>Pricing (Customer)</i> on page 82
<b>Effective Price Assignment</b> zone	<i>Effective Price Assignment</i> on page 83

## Exporting Effective Pricing in CSV Format

### Procedure

To export effective pricing of a customer in CSV format:

1. Search for the customer in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the customer whose details you want to view.  
A menu appears.
3. Click the **Go To Effective Pricing** menu option.  
The **Pricing (Customer)** screen appears.
4. If required, you can filter the product pricing by entering the search criteria in the **Effective Price Assignment** zone.  
**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.
5. Click the **Export to Excel** link in the **Effective Price Assignment** zone.  
The **File Download** dialog box appears.
6. Click **Save**.  
The **Save As** dialog box appears.
7. Browse to the location where you want to save the file.
8. Enter the file name in the respective field, and click **Save**.  
The search results are exported in CSV format.
9. Open the CSV file in Microsoft Excel.

It contains the following columns:

<b>Column Name</b>	<b>Column Description</b>
Product	Displays the product code.
Product Description	Displays the description of the product.
CCY (I)	Displays the issue currency for product pricing.
Assignment Level	Displays the pricing assignment type.
Price List Description	Displays the description of the price list. <b>Note:</b> The description appears only when the pricing assignment type is Customer Price List or Parent Customer Price List.

Column Name	Column Description
Rate	Displays the price of the product. It can be tiered or non-tiered pricing. It can be agreed pricing, price list pricing, or pricing inherited from the price list hierarchy. An asterisk (*) symbol appears next to the pricing which is applied only to the new customers.
Start Date	Displays the date from when the pricing assignment is effective.
End Date	Displays the date till when the pricing assignment is effective.
CCY (P)	Displays the pricing currency used in the pricing assignment.
Lower Limit	Displays the lower limit of the tiering range.
Upper Limit	Displays the upper limit of the tiering range.
PA Usage Flag	Indicates whether the price assignment is applicable to all the customers or only to the new customers.
Price Assignment ID	Displays the ID that is generated automatically when the price assignment is done.
Parent Level	Displays the numerical level of the parent in the hierarchy from whom the pricing is inherited.
Price List ID	Displays the price list ID from where the pricing is inherited.
Price List Start Date	Displays the date from when the price list is effective.
Parent Customer	Displays the name of the immediate parent customer in the hierarchy.

### Related Topics

For more information on...	See...
How to search a customer	<a href="#">Searching for a Customer</a> on page 23
<b>Pricing (Customer)</b> screen	<a href="#">Pricing (Customer)</a> on page 82
<b>Effective Price Assignment</b> zone	<a href="#">Effective Price Assignment</a> on page 83

## Assigning a Product to a Customer

### Prerequisites

To assign a product to a customer, you should have:

- Product created in the application
- Product associated with the division to which the customer belongs

### Procedure

To assign a product to a customer:

1. Search for the customer in the **Banking Control Central** screen.
2. In the **Search Results** section, click the **Show Context Menu** () icon corresponding to the customer whose details you want to view.  
A menu appears.
3. Click the **Go To Effective Pricing** menu option.  
The **Pricing (Customer)** screen appears.

4. In the **Search Products to Assign** zone, enter the criteria to search for the product that you want to assign to the customer.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. In the **Search Results** section, click the link in the **Product** column corresponding to the product that you want to assign to the customer.

The **Add Product Pricing** screen appears.

7. Define the pricing for the product.

**Note:** You cannot assign a product to a customer until you define the pricing for that product.

### Related Topics

For more information on...	See...
How to search a customer	<a href="#">Searching for a Customer</a> on page 23
<b>Pricing (Customer)</b> screen	<a href="#">Pricing (Customer)</a> on page 82
<b>Search Products to Assign</b> zone	<a href="#">Search Products to Assign</a> on page 85
<b>Add Product Pricing</b> screen	<a href="#">Add Product Pricing</a> on page 137
How to define product pricing	<a href="#">Defining Product Pricing</a> on page 140

## Manage Exchange Rates

---

The **Manage Exchange Rates** screen allows you to define exchange rates for currency conversion. You can define global exchange rates as well as division-specific exchange rates. When division specific exchange rate (for account's division) is available, it will be used during currency conversion. In case division specific exchange rate is not available in the system at the time of currency conversion, global exchange rate would be used.

The system allows you to configure which base currency to use when converting from one currency to another. The base currency is only used when division specific exchange rate is not available in the system and the conversion is done using the global exchange rates.

The following attributes are required while defining an exchange rate:

- The source currency code
- The target currency code
- The rate of exchange; this is the number of units of the target currency that is equivalent to a single unit of the source currency
- The date from when the exchange rate is effective
- The conversion type

For division-specific exchange rates, the end date is optional. If you want the end date to be mandatory, you must set the **End Date Required for Division Override** option type of the **C1\_EXCHRATE** feature configuration to **Y**.

The number of exchange rate records that must be setup depends on the currency conversion algorithm used and on whether division specific exchange rates are being used. The currency conversion algorithm performs all conversions through the algorithm's base currency when using global exchange rates, and requires that the global exchange rate records must be defined with the base currency as the target currency. For example, if the base currency is defined as U.S. Dollars, a conversion from Canadian Dollars to Japanese Yen will result in the following conversions in case division specific exchange rate is not available:

- Canadian Dollars to U.S. Dollars
- U.S. Dollars to Japanese Yen

This necessitates that a global exchange rate must be defined for Canadian Dollars to U.S. Dollars and Japanese Yen to U.S. Dollars.

However, when a division specific exchange rate is available from Canadian Dollars to Japanese Yen, the base currency will be ignored and a direct conversion will be performed.

The **Manage Exchange Rates** screen consists of the following zones:

- [Search Exchange Rate](#) on page 90
- [Edit Exchange Rate](#) on page 91
- [Create Exchange Rate](#) on page 92

## Search Exchange Rate

The **Search Exchange Rate** zone allows you to search for the exchange rates that are already defined in the system. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
From Currency	Used to specify the source currency.	No
To Currency	Used to specify the target currency.	No
Division	Used to specify the division to which the exchange rate belongs. You must use this field when searching for division specific exchange rates.  <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Conversion Type	Used to specify the conversion type.	No
Start Date	Used to specify the date from when the exchange rate is effective.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
From Currency	Displays the source currency.
To Currency	Displays the target currency.
Division	Displays the division to which the exchange rate belongs.  <b>Note:</b> In case of a global exchange rate, this column will not have any value.
Conversion Type	Displays the conversion type.

Column Name	Column Description
Start Date	Displays the date from when the exchange rate is effective.
End Date	Displays the date till when the exchange rate is effective. <b>Note:</b> The global exchange rates will not have an end date.
Exchange Rate	Displays the exchange rate.
Spread	Displays the spread value for the exchange rate if any.

On clicking the **Broadcast** (  ) icon corresponding to the exchange rate, the **Edit Exchange Rate** zone appears with the details of the respective exchange rate.

### Related Topics

For more information on...	See...
How to search an exchange rate	<a href="#">Searching for an Exchange Rate</a> on page 93

## Edit Exchange Rate

The **Edit Exchange Rate** zone allows you to edit the details of the exchange rate. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
From Currency	Displays the source currency.	Not applicable
To Currency	Displays the target currency.	Not applicable
Division	Displays the division to which the exchange rate belongs. <b>Note:</b> In case of a global exchange rate, this field will not have any value.	Not applicable
Conversion Type	Displays the conversion type.	Not applicable
Start Date	Displays the date from when the exchange rate is effective.	Not applicable
End Date	Used to modify the date till when the exchange rate is effective. <b>Note:</b> This field is blank and non-editable when you are editing a global exchange rate. <b>Note:</b> You cannot enter a date earlier than the start date in this field.	Yes (Conditional) <b>Note:</b> If the <b>End Date Required for Division Override</b> option type of the <b>C1_EXCHRATE</b> feature configuration is set to <b>Y</b> , you must specify the end date for a division specific exchange rate.
Exchange Rate	Used to modify the exchange rate value. <b>Note:</b> The system provides you with the facility to specify the exchange rate value with a scale of up to 0.000000000000000001 (18 decimal places).	Yes
Spread	Used to modify the spread value for the exchange rate.	No
Inverse Rate	Displays the inverse rate value for the current exchange rate. This is automatically calculated and displayed in this zone.	Not applicable

This zone contains the following two buttons:

Button Name	Button Description
Save	Used to save the changes made in this zone.
Delete	Used to delete the exchange rate from the system.

By default, the **Edit Exchange Rate** zone does not appear in the **Manage Exchange Rates** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the exchange rate in the **Search Exchange Rate** zone.

### Related Topics

For more information on...	See...
How to edit an exchange rate	<a href="#">Editing an Exchange Rate</a> on page 93
How to delete an exchange rate	<a href="#">Deleting an Exchange Rate</a> on page 94

## Create Exchange Rate

The **Create Exchange Rate** zone allows you to add an exchange rate. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
From Currency	Used to specify the source currency.	Yes
To Currency	Used to specify the target currency.	Yes
Division	Used to specify the division to which the exchange rate belongs. <b>Note:</b> If you want to create a global exchange rate, then do not specify a division.	Yes (Conditional) <b>Note:</b> This field is required when you are creating a division specific exchange rate.
Conversion Type	Used to specify the conversion type. Currently, the system only supports the <b>Regular</b> conversion type.	Yes
Start Date	Used to specify the date from when the exchange rate is effective.	Yes
End Date	Used to specify the date till when the exchange rate is effective. <b>Note:</b> If you want to create a global exchange rate, then do not specify the end date because global exchange rates do not have an end date. <b>Note:</b> You cannot enter a date earlier than the start date in this field.	Yes (Conditional) <b>Note:</b> If the <b>End Date Required for Division Override</b> option type of the <b>C1_EXCHRATE</b> feature configuration is set to <b>Y</b> , you must specify the end date for a division specific exchange rate.
Exchange Rate	Used to specify the exchange rate value. <b>Note:</b> The system provides you with the facility to specify the exchange rate value with a scale of up to 0.000000000000000001 (18 decimal places).	Yes
Spread	Used to specify the spread value for the exchange rate.	No

This zone contains the following two buttons:

Button Name	Button Description
Save	Used to create the exchange rate.

Button Name	Button Description
Cancel	Used to clear the fields in this zone.

### Related Topics

For more information on...	See...
How to create an exchange rate	<a href="#">Defining an Exchange Rate</a> on page 94

## Searching for an Exchange Rate

### Prerequisites

To search for an exchange rate, you should have:

- Divisions and currency codes defined in the application

### Procedure

To search for an exchange rate:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Pricing Management** and then click **Manage Exchange Rates**.

The **Manage Exchange Rates** screen appears.

4. Enter the search criteria in the **Search Exchange Rate** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

### Related Topics

For more information on...	See...
<b>Manage Exchange Rates</b> screen	<a href="#">Manage Exchange Rates</a> on page 89
<b>Search Exchange Rate</b> zone	<a href="#">Search Exchange Rate</a> on page 90

## Editing an Exchange Rate

### Procedure

To edit an exchange rate:

1. Search for the exchange rate in the **Search Exchange Rate** zone.
2. In the **Search Results** section, click the **Broadcast** (🔔) icon corresponding to the exchange rate whose details you want to edit.

The **Edit Exchange Rate** zone appears.

3. Modify the details of the exchange rate, such as end date, exchange rate value, or spread value, if required.

**Note:** The end date cannot be earlier than the start date.

4. Click **Save**.

The changes made to the exchange rate are saved.

**Note:** On saving, the system will validate whether the exchange rate overlaps any existing exchange rate for the same division and conversion type combination.

5. Click the **Refresh** link in the **Actions/Navigation** area.

The changes are reflected in the **Search Exchange Rate** zone.

#### Related Topics

For more information on...	See...
How to search for an exchange rate	<a href="#">Searching for an Exchange Rate</a> on page 93
<b>Edit Exchange Rate</b> zone	<a href="#">Edit Exchange Rate</a> on page 91

## Deleting an Exchange Rate

#### Procedure

To delete an exchange rate:

1. Search for the exchange rate in the **Search Exchange Rate** zone.
2. In the **Search Results** section, click the **Broadcast** (📢) icon corresponding to the exchange rate that you want to delete.

The **Edit Exchange Rate** zone appears.

3. Click **Delete**.

The exchange rate is deleted.

#### Related Topics

For more information on...	See...
How to search for an exchange rate	<a href="#">Searching for an Exchange Rate</a> on page 93
<b>Edit Exchange Rate</b> zone	<a href="#">Edit Exchange Rate</a> on page 91

## Defining an Exchange Rate

#### Prerequisites

To define an exchange rate, you should have:

- Divisions and currency codes defined in the application

#### Procedure

To define an exchange rate:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Pricing Management** and then click **Manage Exchange Rates**.

The **Manage Exchange Rates** screen appears.

4. In the **Create Exchange Rate** zone, select the source and the target currency from the **From Currency** and the **To Currency** list, respectively.
5. Select the division if you want to create division specific exchange rate.

**Note:** You can only view those divisions to which you have access in the **Division** list.

6. Enter the date from when the exchange rate is effective in the **Start Date** field.
7. Enter the date till when the exchange rate is effective in the **End Date** field.

**Note:** The end date cannot be earlier than the start date.

8. Enter the exchange rate value in the respective field.
9. Click **Save**.

The exchange rate is defined in the system.

**Note:** On saving, the system will validate whether the exchange rate overlaps any existing exchange rate for the same division and conversion type combination.

#### Related Topics

For more information on...	See...
<b>Manage Exchange Rates</b> screen	<a href="#">Manage Exchange Rates</a> on page 89
<b>Create Exchange Rate</b> zone	<a href="#">Create Exchange Rate</a> on page 92

## Manage Products

---

Oracle Revenue Management and Billing allows you to create two types of products:

- **Non-Bundled** — A product that represents a service offered or provided by financial institutions.
- **Bundled** — A product that represents a set of services that are grouped together for pricing. You can create the following types of bundles:
  - [Regular Bundle](#) on page 96
  - [Phantom Bundle](#) on page 96
  - [Ratio Bundle](#) on page 97

The **Manage Products** screen allows you to search, edit, and create a product. It also allows you to copy a bundle. This screen consists of the following zones:

- [Search Products](#) on page 97

## Regular Bundle

In case of a regular bundle, the pricing is defined at the bundle level. The system determines the price by identifying the tiering range within which the total quantities of services used for all the products in the bundle fall. Let us understand this with the help of an example.

Bundle X, which is a regular bundle, contains the following three products:

- Product A
- Product B
- Product C

The following tiered pricing is defined for Bundle X:

Quantity Range	Rate (\$) per unit
1 – 3000	3
3001 – 4000	2
4001 – 8000	1

Now, when the user consumes 1500 units of Product A, 1000 units of Product B, and 2000 units of Product C, the system adds the quantities of services used for all the products in Bundle X (i.e.  $1500+1000+2000=4500$ ), and then determines the range within which the total units (i.e. 4500) fall. In this case, the total units fall in the 4001 – 8000 range, and therefore the system uses \$1 as the rate for pricing.

## Phantom Bundle

In case of a phantom bundle, the pricing is not defined at the bundle level. Instead, pricing is defined separately for each product in the bundle. The system determines the price by identifying the tiering range of each product within which the total quantities of services used for all the products in the bundle fall. Let us understand this with the help of an example.

Bundle A, which is a phantom bundle, contains the following two products:

- **Product X** — The following tiered pricing is defined for Product X:

Quantity Range	Rate (\$) per unit
1 – 3000	3
3001 – 6000	2

- **Product Y** — The following tiered pricing is defined for Product Y:

Quantity Range	Rate (\$) per unit
1 – 5000	2
5001 – 10000	1

Now, when the user consumes 2500 units of Product X and 3500 units of Product Y, the system adds the quantities of services used for all the products in Bundle A (i.e.  $2500+3500=6000$ ), and then determines the range of each product within which the total units (i.e. 6000) fall. In this case, the total units fall in the 3001 – 6000 range of Product X and the 5001 – 10000 range of Product Y, and therefore the system uses \$2 and \$1, respectively, as the rate for pricing (i.e.  $(2500*2)+(3500*1)=8500$ ). This helps the customer to take advantage of the lowest rate.

## Ratio Bundle

In case of a ratio bundle, the pricing is not defined at the bundle level. Instead, pricing is defined separately for each product in the bundle.

A ratio expresses the magnitude of quantities relative to each other. It has two factors — Numerator and Denominator. For ratio bundle, the ratio of product quantities is used to determine the rate for volume based pricing. To determine within which range of ratio limit does the product utilization falls, the ratio of product quantities is used. Once the range limits are determined, the rate specified for that range is applied to the quantity of the product used. Let us understand this with the help of an example.

Bundle X, which is a ratio bundle, contains the following products:

- **Product A** — It has been added to the bundle using the product relationship type as Numerator. It has the following tiered pricing defined in the system:

Quantity Range	Rate (\$) per unit
0 – 0.6	4
0.6 – 0.9	3
0.9+	2

- **Product B** — It has been added to the bundle using the product relationship type as Numerator. It has the following tiered pricing defined in the system:

Quantity Range	Rate (\$) per unit
0 – 0.6	5
0.6 – 0.9	4
0.9+	3

- **Product C** — It has been added to the bundle using the product relationship type as Denominator. It has the following tiered pricing defined in the system:

Quantity Range	Rate (\$) per unit
0 – 0.6	3
0.6 – 0.9	2
0.9+	1

Now, when the user consumes 500 units of Product A, 2500 units of Product B, and 4000 units of Product C, the system calculates the ratio of product quantities (i.e.  $(500+2500)/4000=0.75$ ). Once the ratio is calculated, the system determines the range of each product within which the ratio (i.e. 0.75) falls. In this case, the ratio falls in the 0.6 – 0.9 range of Product A, B, and C. Therefore, the system uses \$3, \$4, and \$2, respectively, as the rate for pricing (i.e.  $((500*3)+(2500*4)+(4000*2)=19500)$ ).

## Search Products

The **Search Products** zone allows you to search for products using the various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the product code.	No

Field Name	Field Description	Mandatory (Yes or No)
Product Description	Used to specify the description of the product.	No
Division	Used to specify the division to which the product belongs. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Global Price List	Used to indicate whether the product can be assigned to a global price list or not.	No
Unit of Measure	Used to specify the unit of measure associated with the product. <b>Note:</b> The unit of measure is generated automatically when the product is created.	No
Bundled	Used to indicate whether the product is a bundle or not.	Yes

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Product	Displays the product code. <b>Note:</b> It has a link. On clicking the link, the <b>Product Relationship Maintenance</b> screen appears.
Product Description	Displays the description of the product.
Global Price List	Indicates whether the product can be assigned to a global price list or not.
Unit of Measure	Displays the unit of measure associated with the product.
Bundle	Indicates whether the product is a bundle or not.
Bundle Type	Indicates the type of the bundle.
View	On clicking the <b>View</b> (🔍) icon, the <b>View Product</b> screen appears where you can view the details of the product.
Copy	On clicking the <b>Copy</b> (📄) icon, the <b>Copy Bundle</b> screen appears where you can copy product assignments from one bundle to a new bundle. <b>Note:</b> This column appears in the <b>Search Results</b> section only when you search for a bundle.
Edit	On clicking the <b>Edit</b> (✏️) icon, the <b>Edit Product</b> screen appears where you can edit the details of the product.

You can create a new product by clicking the **Add** link in the upper right corner of this zone.

### Related Topics

For more information on...	See...
How to search for a product	<a href="#">Searching for a Product</a> on page 99
How to view the details of a product	<a href="#">Viewing the Product Details</a> on page 99

For more information on...	See...
How to create a product	<a href="#">Creating a Product</a> on page 100
How to edit a product	<a href="#">Editing a Product</a> on page 104
How to copy a bundle	<a href="#">Copying a Bundle</a> on page 128

## Searching for a Product

### Prerequisites

To search for a product, you should have:

- Divisions defined in the application
- Product associated with the division to which the user belongs

### Procedure

To search for a product:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **M** and then click **Manage Products**.  
The **Manage Products** screen appears.
4. In the **Search Products** zone, select **Yes** or **No** from the **Bundled** list depending on whether you want to search for a bundle or not.
5. Enter the additional search criteria, if required.  
**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.
6. Click **Refresh**.  
The search results appear.

### Related Topics

For more information on...	See...
<b>Manage Products</b> screen	<a href="#">Manage Products</a> on page 95
<b>Search Products</b> zone	<a href="#">Search Products</a> on page 97

## Viewing the Product Details

### Procedure

To view the details of a product:

1. Search for the product in the **Manage Products** screen.

- In the **Search Results** section, click the **View** () icon in the **View** column corresponding to the product whose details you want to view.

The **View Product** screen appears.

- View the basic details of the product in the **Product** tab.
- View the characteristics defined for the product in the **Product Characteristics** tab.
- View the divisions to which the product is associated in the **Divisions** tab.

### Related Topics

For more information on...	See...
How to search for a product	<a href="#">Searching for a Product</a> on page 99

## Creating a Product

### Prerequisites

To create a product, you should have:

- Contract types defined in the application

### Procedure

To create a product:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **M** and then click **Manage Products**.

The **Manage Products** screen appears.

- Click the **Add** link in the upper right corner of the **Search Products** zone.

The **Add Product** screen appears. It consists of the following tabs:

- Product** — Used to specify basic details about the product.
- Product Characteristics** — Used to define characteristics (which are applicable across divisions) for the product.
- Divisions** — Used to associate product with one or more divisions. It also allows you to define division-specific product characteristics.

The **Product** tab contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the code that uniquely identifies the product.	Yes
Contract Type	Used to specify the contract type that you want to associate with the product.	Yes
Product Description	Used to specify the description for the product.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Global Price List	Used to indicate whether the product can be assigned to a global price list or not in the near future. <b>Note:</b> By default, <b>No</b> is selected.	Yes
Bundled	Used to indicate whether the product is a bundle or not. <b>Note:</b> By default, <b>No</b> is selected.	Yes
Bundle Type	Used to indicate the type of the bundle. You can select either of the following types: <ul style="list-style-type: none"> <li>Phantom</li> <li>Ratio</li> <li>Regular</li> </ul> <b>Note:</b> By default, this list is disabled. It is enabled only when you select <b>Yes</b> from the <b>Bundled</b> list.	Yes (Conditional) <b>Note:</b> This field is required when you are creating a bundle.

- Enter the required details in the **Product** tab.
- Define characteristics for the product, if required.
- Associate product with one or more divisions, if required.
- Define division-specific characteristics for the product, if required.
- Click **Save**.

The unit of measure is generated automatically when the product is created.

#### Related Topics

For more information on...	See...
<b>Manage Products</b> screen	<a href="#">Manage Products</a> on page 95
<b>Search Products</b> zone	<a href="#">Search Products</a> on page 97
How to define characteristics for a product	<a href="#">Defining Characteristics for a Product</a> on page 101
How to associate a product with a division	<a href="#">Associating a Product with a Division</a> on page 102
How to define division-specific characteristics for a product	<a href="#">Defining Division-Specific Characteristics for a Product</a> on page 103

## Defining Characteristics for a Product

### Prerequisites

To define characteristics for a product, you should have:

- Characteristic types defined in the application

### Procedure

To define characteristics for a product:

- Click the **Product Characteristics** tab in the **Add Product** or the **Edit Product** screen depending on whether you are creating or editing a product.

The **Product Characteristics** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the product.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the product.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the product.
Characteristic Value	Used to specify the value for the characteristic type. <b>Note:</b> When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the <b>Characteristic Value</b> field.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the product.

2. Enter the required details.

**Note:** When you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

3. If you want to define more than one characteristic for the product, click the **Plus** (+) icon and repeat step 2.

**Note:** However, if you want to remove a characteristic from the product, click the **Minus** (=) icon corresponding to the characteristic.

4. Click **Save**.

The characteristics are defined for the product.

### **Related Topics**

For more information on...	See...
How to create a product	<a href="#">Creating a Product</a> on page 100
How to edit a product	<a href="#">Editing a Product</a> on page 104
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 386

## **Associating a Product with a Division**

### **Prerequisites**

To associate a product with a division, you should have:

- Divisions defined in the application

### **Procedure**

To associate a product with a division:

1. Click the **Divisions** tab in the **Add Product** or the **Edit Product** screen depending on whether you are creating or editing a product.

The **Divisions** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the division. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Characteristic	On clicking the <b>Add</b> (  ) icon, the <b>Division-Specific Product Characteristics</b> section appears where you can define division-specific characteristics for the product.	Not applicable

2. Select the division from the list.
3. If you want to associate the product with more than one division, click the **Plus** () icon and then repeat step 2.  
**Note:** However, if you want to remove a product from the division, click the **Minus** () icon corresponding to the division.
4. Define division-specific characteristics for the product, if required.
5. Click **Save**.

The product is associated with the divisions.

**Tip:** Alternatively, you can associate a product with a division using the **Division** screen.

#### **Related Topics**

For more information on...	See...
How to create a product	<a href="#">Creating a Product</a> on page 100
How to edit a product	<a href="#">Editing a Product</a> on page 104
How to define division-specific characteristics for a product	<a href="#">Defining Division-Specific Characteristics for a Product</a> on page 103

## Defining Division-Specific Characteristics for a Product

### **Prerequisites**

To define division-specific characteristics for a product, you should have:

- Characteristic types defined in the application
- Product associated with the division to which the user belongs

### **Procedure**

To define division-specific characteristics for a product:

1. Click the **Divisions** tab in the **Add Product** or the **Edit Product** screen depending on whether you are creating or editing a product.

The **Divisions** tab appears.

- Click the **Add** () icon in the **Characteristic** field corresponding to the division for which you want to define product characteristics.

The **Division-Specific Product Characteristics** section appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Displays the division to which the product is associated.	Not applicable
Effective Date	Used to specify the date from when the product characteristic is effective for the division.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a division-specific characteristic for the product.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a division-specific characteristic for the product.
Characteristic Value	Used to specify the value for the characteristic type. <b>Note:</b> When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the <b>Characteristic Value</b> field.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a division-specific characteristic for the product.

- Enter the required details.

**Note:** When you select a predefined characteristic type, the **Search** () icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one division-specific characteristic for the product, click the **Plus** () icon and repeat step 3.

**Note:** However, if you want to remove a division-specific characteristic from the product, click the **Minus** () icon corresponding to the characteristic.

- Click **Save**.

The division-specific characteristics are defined for the product.

### **Related Topics**

For more information on...	See...
How to create a product	<a href="#">Creating a Product</a> on page 100
How to edit a product	<a href="#">Editing a Product</a> on page 104
How to associate a product with a division	<a href="#">Associating a Product with a Division</a> on page 102
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 386

## **Editing a Product**

**Procedure**

To edit a product:

1. Search for the product in the **Manage Products** screen.
2. In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the product that you want to edit.

The **Edit Product** screen appears. It consists of the following tabs:

- **Product** — Used to specify basic details about the product.
- **Product Characteristics** — Used to define characteristics (which are applicable across divisions) for the product.
- **Divisions** — Used to associate product with one or more divisions. It also allows you to define division-specific product characteristics.

The **Product** tab contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Displays the product code.	Not applicable
Contract Type	Used to modify the contract type associated with the product.	Yes
Product Description	Used to modify the description of the product.	Yes
Global Price List	Used to indicate whether the product can be assigned to a global price list or not.	Yes
Bundled	Indicates whether the product is a bundle or not.	Not applicable
Bundle Type	Indicates the type of the bundle.	Not applicable

3. Modify the details in the **Product** tab, if required.
4. Define or remove characteristics from the product, if required.
5. Associate or remove the product from the divisions, if required.

**Note:** You can only view those divisions to which you have access in the **Division** list. If the product is associated to a division to which you do not have access, then the **Division** list is grayed out.

6. Define or remove division-specific characteristics from the product, if required.
7. Click **Save**.

The changes made to the product are saved.

**Related Topics**

For more information on...	See...
How to search for a product	<a href="#">Searching for a Product</a> on page 99
How to define characteristics for a product	<a href="#">Defining Characteristics for a Product</a> on page 101
How to associate a product with a division	<a href="#">Associating a Product with a Division</a> on page 102
How to define division-specific characteristics for a product	<a href="#">Defining Division-Specific Characteristics for a Product</a> on page 103

## Manage Price Lists

---

Price list allow you to define standard prices for a group of products. You can create more than one price list. For example, you can create a price list for large, medium-sized, and small customers. You can also create a set of price lists for different regions.

Once you create a price list, you have to assign products to the price list and define pricing for each of the product assigned to the price list. The price lists are then assigned to accounts or customers to indicate the prices that will be charged for various products or services offered to them. However, until you define pricing for all the products assigned to the price list, you cannot assign the price list to accounts or customers. You can assign multiple price lists to an account or a customer along with the priority or order in which the pricing should be considered. You can also define whether the account or customer can avail the product pricing listed on the parent or grandparent price list if it is not available on the assigned price list. In other words, you can define whether the account or customer can inherit product pricing from the price list hierarchy.

You can also create one price list as a global price list which is used when a price for a product is not already defined or has expired for an account or a customer.

The **Manage Price Lists** screen allows you to search, edit, and create a price list. This screen consists of the following zones:

- [Search Price List](#) on page 106

Through the **Manage Price Lists** screen, you can navigate to the following screens:

- [Manage Product Assignments to Price Lists](#) on page 114
- [Copy Price List](#) on page 118

## Search Price List

The **Search Price List** zone allows you to search for a price list using the various search criteria. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price List Description	Used to specify the description of the price list.	No
Global Price List	Used to indicate whether you are searching for a global price list or not.	No
Effective Start Date	Used to specify the date from when the price list is effective.	No
Effective End Date	Used to specify the date till when the price list is effective.	No
Parent Price List Description	Used to specify the description of the parent price list.	No
Parent Price List Effective Date	Used to specify the date when the parent price list is effective for the price list.	No
Division	Used to search for a price list that is valid for a specific division.  <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Price List Description	Displays the description of the price list. <b>Note:</b> It has a link. On clicking the link, the <b>Manage Product Assignments to Price Lists</b> screen appears with the details of the respective price list.
Global Price List	Indicates whether the price list is a global price list or not.
Effective Start Date	Displays the date from when the price list is effective.
Effective End Date	Displays the date till when the price list is effective.
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Edit Price List</b> screen appears where you can edit the details of the price list.
Copy	On clicking the <b>Copy</b> (📄) icon, the <b>Copy Price List</b> screen appears where you can copy the price list and its associated products.
View	On clicking the <b>View</b> (📄) icon, the <b>View Price List</b> screen appears where you can view the details of the price list.
Parent Price List Description	Displays the description of the parent price list.
Parent Price List Effective From Date	Displays the date from when the price list can inherit pricing from the parent price list.
Parent Price List Effective To Date	Displays the date till when the price list can inherit pricing from the parent price list.

**Note:** While retrieving the details of the price list that meet the search criteria, the system only retrieves the details of the parent price list that is currently effective for the price list. If there is no parent price list that is currently effective for the price list, the system will not display any details in the **Parent Price List Description**, **Parent Price List Effective From Date**, and the **Parent Price List Effective To Date** columns. However, when you search for a price list by specifying the date (which can be current, past or future date) in the **Parent Price List Effective Date** field, the system retrieves the price lists that meet the search criteria along with the details of the parent price lists that are effective on that date.

You can create a new price list by clicking the **Add** link in the upper right corner of this zone.

### Related Topics

For more information on...	See...
How to search for a price list	<a href="#">Searching for a Price List</a> on page 107
How to view the details of a price list	<a href="#">Viewing the Price List Details</a> on page 108
How to create a price list	<a href="#">Creating a Price List</a> on page 109
How to edit a price list	<a href="#">Editing a Price List</a> on page 113
How to copy a price list	<a href="#">Copying a Price List</a> on page 120

## Searching for a Price List

### Prerequisites

To search for a price list, you should have:

- Divisions defined in the application
- Price list associated with the division to which the user belongs

### **Procedure**

To search for a price list:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Pricing Management** and then click **Manage Price Lists**.

The **Manage Price Lists** screen appears.

4. Enter the search criteria in the **Search Price List** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
<b>Manage Price Lists</b> screen	<a href="#">Manage Price Lists</a> on page 106
<b>Search Price List</b> zone	<a href="#">Search Price List</a> on page 106

## **Viewing the Price List Details**

### **Procedure**

To view the details of a price list:

1. Search for the price list in the **Manage Price Lists** screen.
2. In the **Search Results** section, click the **View** () icon in the **View** column corresponding to the price list whose details you want to view.

The **View Price List** screen appears.

3. View the basic details of the price list in the **Main** tab.
4. View the parent price lists defined for the price list in the **Hierarchy** tab.
5. View the characteristics defined for the price list in the **Characteristics** tab.
6. View the divisions to which the price list is associated in the **Divisions** tab.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
How to search for a price list	<a href="#">Searching for a Price List</a> on page 107

## Creating a Price List

### Procedure

To create a price list:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Pricing Management** and then click **Manage Price Lists**.

The **Manage Price Lists** screen appears.

4. Click the **Add** link in the upper right corner of the **Search Price List** zone.

The **Add Price List** screen appears. It consists of the following tabs:

- **Main** — Used to specify basic details about the price list.
- **Hierarchy** — Used to define parent price list for the price list for a particular duration.
- **Characteristics** — Used to define characteristics for the price list.
- **Divisions** — Used to associate price list with one or more divisions.

The **Main** tab contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price List Description	Used to specify the description for the price list.	Yes
Global Price List	Used to indicate whether the price list is a global price list or not.	Yes
Effective Start Date	Used to specify the date from when the price list is effective. <b>Note:</b> The effective start date cannot be a past date.	Yes
Effective End Date	Used to specify the date till when the price list is effective. <b>Note:</b> The effective end date cannot be earlier than the effective start date.	No

5. Enter the required details in the **Main** tab.
6. Define parent price list for the price list, if required.
7. Define characteristics for the price list, if required.
8. Associate price list with one or more divisions, if required.
9. Click **Save**.

The price list ID is generated automatically when the price list is created.

### Related Topics

For more information on...	See...
<b>Manage Price Lists</b> screen	<a href="#">Manage Price Lists</a> on page 106
<b>Search Price List</b> zone	<a href="#">Search Price List</a> on page 106

For more information on...	See...
How to define the price list hierarchy	<a href="#">Defining the Price List Hierarchy</a> on page 110
How to define characteristics for a price list	<a href="#">Defining Characteristics for a Price List</a> on page 111
How to associate a price list with a division	<a href="#">Associating a Price List with a Division</a> on page 112

## Defining the Price List Hierarchy

Oracle Revenue Management and Billing allows you to define price list hierarchy. It helps you to derive the product pricing from the parent price list if the product pricing is not available in the price list (assigned to the account, customer, or the parent customer). However, if the product pricing is not available in the parent price list, the system will search for the product pricing in the parent's parent price list (i.e. in the grandparent price list) and continue till it reaches the last level in the hierarchy.

In other words, when you define a price list hierarchy and assign the price list to an account or a customer, the account or customer can avail the product pricing listed on the parent or grandparent price list if it is not available on the assigned price list. However, if the product pricing is available on both the assigned and the parent price lists, the system derives the product pricing from the assigned price list.

You can define multiple parent price lists for a price list. But, only one parent price list is effective for a particular duration. Two or more price lists can have the same parent price list.

### **Procedure**

To define the price list hierarchy:

1. Click the **Hierarchy** tab in the **Add Price List** or the **Edit Price List** screen depending on whether you are creating or editing a price list.

The **Hierarchy** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Parent Price List Description	Used to specify the description of the parent price list.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a parent price list for the price list.
Parent Price List Effective From	Used to specify the date from when the price list can inherit pricing from the parent price list.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a parent price list for the price list.
Parent Price List Effective To	Used to specify the date till when the price list can inherit pricing from the parent price list. <b>Note:</b> The effective to date cannot be earlier than the effective from date.	No

2. Enter the required details.

**Note:** You can search for a price list by clicking the **Search** (🔍) icon corresponding to the **Parent Price List Description** field.

3. If you want to define more than one parent price list for the price list, click the **Plus** (+) icon and repeat step 2.

**Note:** You can define multiple parent price lists for a price list. But, only one parent price list is effective for a particular duration. Also, while defining parent price list for a price list, you can only specify a price list which is effective during the specified duration.

**Note:** If you want to remove a parent price list from the price list hierarchy, click the **Minus** (≡) icon corresponding to the parent price list.

#### 4. Click **Save**.

The parent price lists are defined for the price list.

#### Related Topics

For more information on...	See...
How to create a price list	<a href="#">Creating a Price List</a> on page 109
How to edit a price list	<a href="#">Editing a Price List</a> on page 113

## Defining Characteristics for a Price List

### Prerequisites

To define characteristics for a price list, you should have:

- Characteristic types defined in the application

### Procedure

To define characteristics for a price list:

1. Click the **Characteristics** tab in the **Add Price List** or the **Edit Price List** screen depending on whether you are creating or editing a price list.

The **Characteristics** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the price list.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the price list.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the price list.
Characteristic Value	Used to specify the value for the characteristic type. <b>Note:</b> When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the <b>Characteristic Value</b> field.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the price list.

2. Enter the required details.

**Note:** When you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the price list, click the **Plus (+)** icon and repeat step 2.

**Note:** However, if you want to remove a characteristic from the price list, click the **Minus (=)** icon corresponding to the characteristic.

- Click **Save**.

The characteristics are defined for the price list.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
How to create a price list	<a href="#">Creating a Price List</a> on page 109
How to edit a price list	<a href="#">Editing a Price List</a> on page 113
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 386

## **Associating a Price List with a Division**

### **Prerequisites**

To associate a price list with a division, you should have:

- Divisions defined in the application

### **Procedure**

To associate a price list with a division:

- Click the **Divisions** tab in the **Add Price List** or the **Edit Price List** screen depending on whether you are creating or editing a price list.

The **Divisions** tab appears. It contains the following fields:

<b>Field Name</b>	<b>Field Description</b>	<b>Mandatory (Yes or No)</b>
Division	Used to specify the division. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No

- Select the division from the list.
- If you want to associate the price list with more than one division, click the **Plus (+)** icon and then repeat step 2.

**Note:** However, if you want to remove a price list from the division, click the **Minus (=)** icon corresponding to the division.

- Click **Save**.

The price list is associated with the divisions.

**Tip:** Alternatively, you can associate a price list with a division using the **Division** screen.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
How to create a price list	<a href="#">Creating a Price List</a> on page 109

<b>For more information on...</b>	<b>See...</b>
How to edit a price list	<a href="#">Editing a Price List</a> on page 113

## Editing a Price List

### Procedure

To edit a price list:

1. Search for the price list in the **Manage Price Lists** screen.
2. In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the price list that you want to edit.

The **Edit Price List** screen appears. It consists of the following tabs:

- **Main** — Used to specify basic details about the price list.
- **Hierarchy** — Used to define parent price list for the price list for a particular duration.
- **Characteristics** — Used to define characteristics for the price list.
- **Divisions** — Used to associate price list with one or more divisions.

The **Main** tab contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price List Description	Used to modify the description of the price list.	Yes
Global Price List	Used to convert a non-global price list to a global price list and vice versa.	Yes
Effective Start Date	Displays the date from when the price list is effective. <b>Note:</b> You cannot change the effective start date of the price list because there might be some products that are assigned to the price list on that date. Again, it may conflict with the effective start date that is specified while assigning the price list to an account or a customer.	Not applicable
Effective End Date	Used to modify the date till when the price list is effective. <b>Note:</b> The effective end date cannot be earlier than the effective start date.	No

3. Modify the details in the **Main** tab, if required.
4. Define or remove parent price list from the price list hierarchy, if required.
5. Define or remove characteristics from the price list, if required.
6. Associate or remove the price list from the divisions, if required.

**Note:** You can only view those divisions to which you have access in the **Division** list. If the price list is associated to a division to which you do not have access, then the **Division** list is grayed out.

7. Click **Save**.

The changes made to the price list are saved.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
How to search for a price list	<a href="#">Searching for a Price List</a> on page 107
How to define the price list hierarchy	<a href="#">Defining the Price List Hierarchy</a> on page 110
How to define characteristics for a price list	<a href="#">Defining Characteristics for a Price List</a> on page 111
How to associate a price list with a division	<a href="#">Associating a Price List with a Division</a> on page 112

## **Manage Product Assignments to Price Lists**

Once the price list is created, you have to assign products to the price list and define pricing for each product assigned to the price list. The **Manage Product Assignments to Price Lists** screen allows you to view and filter the products that are currently associated with the price list. It also allows you to search for the products that you want to associate with the price list. This screen consists of the following zones:

- [Price List Information](#) on page 114
- [Price List Division](#) on page 114
- [Price List Products](#) on page 115
- [Search Products](#) on page 97

### **Price List Information**

The **Price List Information** zone displays information about the price list. This zone contains the following fields:

<b>Field Name</b>	<b>Field Description</b>
Price List Description	Displays the description of the price list.
Global Price List	Indicates whether the price list is a global price list or not.
Effective Start Date	Displays the date from when the price list is effective.
Effective End Date	Displays the date till when the price list is effective.

**Note:** All the fields in the **Price List Information** zone are read-only.

### **Price List Division**

The **Price List Division** zone lists divisions to which the price list is associated. This zone contains the following columns:

<b>Column Name</b>	<b>Column Description</b>
Division	Displays the division to which the price list is associated.
Status	Displays the status of the division (that is, whether it is Active, Pending, or Retired).
Comments	Displays additional details about the division.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

## Price List Products

The **Price List Products** zone lists products that are currently assigned to the price list. You can filter the list using the various search criteria. You will not find any records in this zone if the price list does not have any products assigned to it.

The **Price List Products** zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the product code.	No
Product Description	Used to specify the description of the product.	No
Effective Start Date	Used to specify the date from when the product is assigned to the price list.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Product	Displays the product code. <b>Note:</b> It has a link. On clicking the link, the <b>Edit Assigned Pricing</b> screen appears with the details of the respective product pricing.
Product Description	Displays the description of the product.
CCY (I)	Displays the issue currency of the product.
Effective Start Date	Displays the date from when the product is assigned to the price list.
Effective End Date	Displays the date till when the product is assigned to the price list.
CCY (P)	Displays the pricing currency of the product.
Rate Schedule	Displays the rate schedule used for defining pricing for the product.
Delete	On clicking the <b>Delete</b> icon, you can remove the product from the price list. <b>Note:</b> The <b>Delete</b> icon appears in this column only when the price list is not yet assigned to any account or customer.

You can change the layout of this section. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

### Related Topics

For more information on...	See...
How to remove a product from a price list	<a href="#">Removing a Product from a Price List</a> on page 117

## Search Products

The **Search Products** zone allows you to search for products that you want to assign to the price list. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the product code.	No
Product Description	Used to specify the description of the product.	No
Global Price List	Used to indicate whether the product can be assigned to a global price list or not.	No
Bundle	Used to indicate whether the product is a bundle or not.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Product	Displays the product code. <b>Note:</b> It has a link. On clicking the link, the <b>Add Product Pricing</b> screen appears.
Product Description	Displays the description of the product.
Global Price List	Indicates whether the product can be assigned to a global price list or not.
Unit of Measure	Displays the unit of measure associated with the product. <b>Note:</b> The unit of measure is generated automatically when the product is created.
Bundled	Indicates whether the product is a bundle or not.
Bundle Type	Displays the type of the bundle.

### Related Topics

For more information on...	See...
How to assign a product to a price list	<a href="#">Assigning a Product to a Price List</a> on page 117

## Viewing Products Assigned to a Price List

### Procedure

To view products assigned to a price list:

1. Search for the price list in the **Manage Price Lists** screen.
2. In the **Search Results** section, click the link in the **Price List** column corresponding to the price list whose details you want to view.

The **Manage Product Assignments to Price Lists** screen appears.

3. View the products that are currently assigned to the price list in the **Price List Products** zone.

### Related Topics

For more information on...	See...
How to search a price list	<a href="#">Searching for a Price List</a> on page 107
<b>Manage Product Assignments to Price Lists</b> screen	<a href="#">Manage Product Assignments to Price Lists</a> on page 114
<b>Price List Products</b> zone	<a href="#">Price List Products</a> on page 115

## Removing a Product from a Price List

You can remove the product from the price list only when the price list is not yet assigned to any account or customer.

### Procedure

To remove a product from a price list:

1. Search for the price list in the **Manage Price Lists** screen.
2. In the **Search Results** section, click the link in the **Price List** column corresponding to the price list whose details you want to edit.

The **Manage Product Assignments to Price Lists** screen appears.

3. Filter the list in the **Price List Products** zone, if required.
4. Click the **Delete** (🗑) icon in the **Delete** column corresponding to the product that you want to remove from the price list.

The product is removed from the price list.

**Note:** The **Delete** icon appears in the **Delete** column only when the price list is not yet assigned to any account or customer.

### Related Topics

For more information on...	See...
How to search a price list	<a href="#">Searching for a Price List</a> on page 107
<b>Manage Product Assignments to Price Lists</b> screen	<a href="#">Manage Product Assignments to Price Lists</a> on page 114
<b>Price List Products</b> zone	<a href="#">Price List Products</a> on page 115

## Assigning a Product to a Price List

### Prerequisites

To assign a product to a price list, you should have:

- Product created in the application
- Product associated with the division to which the price list belongs

### Procedure

To assign a product to a price list:

1. Search for the price list in the **Manage Price Lists** screen.
2. In the **Search Results** section, click the link in the **Price List** column corresponding to the price list whose details you want to edit.

The **Manage Product Assignments to Price Lists** screen appears.

3. In the **Search Products** zone, enter the criteria to search for the product that you want to assign to the price list.
4. Click **Refresh**.

The search results appear.

- In the **Search Results** section, click the link in the **Product** column corresponding to the product that you want to assign to the price list.

The **Add Product Pricing** screen appears.

- Define the pricing for the product.

**Note:** You cannot assign a product to a price list until you define the pricing for that product.

### Related Topics

For more information on...	See...
How to search a price list	<a href="#">Searching for a Price List</a> on page 107
<b>Manage Product Assignments to Price Lists</b> screen	<a href="#">Manage Product Assignments to Price Lists</a> on page 114
<b>Search Products</b> zone	<a href="#">Search Products</a> on page 97
<b>Add Product Pricing</b> screen	<a href="#">Add Product Pricing</a> on page 137
How to define product pricing	<a href="#">Defining Product Pricing</a> on page 140

## Copy Price List

Instead of creating a price list from scratch, you can also create a new price list using an existing price list. You can do this by copying a price list. Once you create a copy of an existing price list, you can assign or remove products from the new price list and change the product pricing, if required.

When you copy a price list, you can copy all the products associated with the original price list to the new price list along with or without pricing. In case you copy a price list without pricing, you will have to define the pricing for all the products assigned to the new price list. Once you define the pricing for all the products in the new price list, you can then assign it to accounts or customers.

The **Copy Price List** screen allows you to copy a price list. This screen consists of the following zones:

- [Price List Information](#) on page 118
- [Price List Division](#) on page 119
- [Price List Products](#) on page 119
- [Copy Price List](#) on page 120

### Price List Information

The **Price List Information** zone displays information about the original price list. This zone contains the following fields:

Field Name	Field Description
Price List Description	Displays the description of the original price list.
Global Price List	Indicates whether the original price list is a global price list or not.
Effective Start Date	Displays the date from when the original price list is effective.
Effective End Date	Displays the date till when the original price list is effective.

**Note:** All the fields in the **Price List Information** zone are read-only.

## Price List Division

The **Price List Division** zone lists divisions to which the original price list is associated. This zone contains the following columns:

Column Name	Column Description
Division	Displays the division to which the original price list is associated.
Status	Displays the status of the division (that is, whether it is Active, Pending, or Retired).
Comments	Displays additional details about the division.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

## Price List Products

The **Price List Products** zone lists products that are currently assigned to the original price list. You can filter the list using the various search criteria. You will not find any records in this zone if the original price list does not have any products assigned to it.

The **Price List Products** zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the product code.	No
Product Description	Used to specify the description of the product.	No
Effective Start Date	Used to specify the date from when the product is assigned to the price list.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Product	Displays the product code. <b>Note:</b> It has a link. On clicking the link, the <b>Edit Assigned Pricing</b> screen appears with the details of the respective product pricing.
Product Description	Displays the description of the product.
CCY (I)	Displays the issue currency of the product.
Effective Start Date	Displays the date from when the product is assigned to the price list.
Effective End Date	Displays the date till when the product is assigned to the price list.
CCY (P)	Displays the pricing currency of the product.
Rate Schedule	Displays the rate schedule used for defining pricing for the product.
Delete	On clicking the <b>Delete</b> icon, you can remove the product from the original price list. <b>Note:</b> The <b>Delete</b> icon appears in this column only when the price list is not yet assigned to any account or customer.

You can change the layout of this section. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

## Copy Price List

The **Copy Price List** zone allows you to create a copy of the price list. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price List Description	Displays the description of the price list whose copy you want to create.	Not applicable
New Price List Description	Used to specify the description for the new price list.	Yes
Effective Start Date	Used to specify the date from when the new price list is effective. <b>Note:</b> The effective start date cannot be a past date.	Yes
Effective End Date	Used to specify the date till when the new price list is effective. <b>Note:</b> The effective end date cannot be earlier than the effective start date.	No
Copy Pricing	It contains the following two options: <ul style="list-style-type: none"> <li><b>All</b> - Allows you to copy all the products associated with the original price list along with product pricing to the new price list.</li> <li><b>None</b> - Allows you to copy only products associated with the original price list and not the product pricing to the new price list.</li> </ul>	Yes

**Note:** While copying a price list, divisions associated with the original price list are also copied to the new price list.

This zone contains the following two buttons:

Button Name	Button Description
Save	Used to create the price list.
Cancel	Used to clear the fields in this zone.

### Related Topics

For more information on...	See...
How to copy a price list	<a href="#">Copying a Price List</a> on page 120

## Copying a Price List

### Prerequisites

To copy a price list, you should have:

- Price list (whose copy you want to create) defined in the application
- Price list (whose copy you want to create) associated to the division to which the user belongs

### Procedure

To copy a price list:

1. Search for the price list in the **Manage Price Lists** screen.
2. In the **Search Price List** zone, click the **Copy** (📄) icon corresponding to the price list whose copy you want to create.  
The **Copy Price List** screen appears.
3. In the **Copy Price List** zone, enter the description for the new price list.
4. Enter the date from when the new price list is effective in the **Effective Start Date** field.  
**Note:** The effective start date cannot be a past date.
5. Enter the date till when the new price list is effective in the **Effective End Date** field.  
**Note:** The effective end date cannot be earlier than the effective start date.
6. Select **All** or **None** from the **Copy Pricing** list depending on whether you want to copy the price list along with or without product pricing.
7. Click **Save**.

The price list ID is generated automatically when the price list is created.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
How to search a price list	<a href="#">Searching for a Price List</a> on page 107
<b>Copy Price List</b> screen	<a href="#">Copy Price List</a> on page 118
<b>Copy Price List</b> zone	<a href="#">Copy Price List</a> on page 120

## **Product Relationship Maintenance**

---

Oracle Revenue Management and Billing allows you to associate two or more products with each other. You can associate products using the following relationship types:

- Bundle
- Denominator
- Numerator
- Other
- Product
- Service
- Service Group
- Sweep Credit
- Sweep Debit

The **Bundle** relationship type is used while adding products in the regular and phantom bundles. The **Denominator** and **Numerator** relationship types are used while adding products in the ratio bundles. And, the other relationship types are used while creating product to product relationship.

The **Product Relationship Maintenance** screen allows you to view the products associated with the parent product or the products added in the bundle. It also allows you to add or remove products from a group or bundle. This screen consists of the following zones:

- [Product Information](#) on page 122
- [Assigned Products](#) on page 122

## Product Information

The **Product Information** zone displays information about the parent product or the bundle. This zone contains the following fields:

Field Name	Field Description
Product	Displays the product code.
Contract Type	Displays the contract type associated with the product.
Product Description	Displays the description of the product.
Global Price List	Indicates whether the product can be assigned to a global price list or not.
Bundled	Indicates whether the product is a bundle or not.
Bundle Type	Indicates the type of the bundle.

**Note:** All the fields in the **Product Information** zone are read-only.

You can edit the product by clicking the **Edit** link in the upper right corner of this zone.

## Assigned Products

The **Assigned Products** zone lists products that are already associated with the parent product or bundle. You will not find any records in this zone if the parent product or bundle does not have any products associated with it. This zone contains the following columns:

Column Name	Column Description
Product	Displays the product code.
Effective Start Date	Displays the date from when the product is associated with the parent product or bundle.
Effective End Date	Displays the date till when the product is associated with the parent product or bundle.
Product Relationship Type	Displays how the products are related.

### Related Topics

For more information on...	See...
How to view the products added in a bundle	<a href="#">Viewing Products Added in a Bundle</a> on page 122

## Viewing Products Added in a Bundle

### Procedure

To view the products added in a bundle:

1. Search for the bundle in the **Manage Products** screen.
2. In the **Search Results** section, click the link in the **Product** column corresponding to the bundle whose products you want to view.

The **Product Relationship Maintenance** screen appears.

- View the products that are already added in the bundle in the **Assigned Products** zone.

### Related Topics

For more information on...	See...
How to search for a bundle	<a href="#">Searching for a Product</a> on page 99
<b>Product Relationship Maintenance</b> screen	<a href="#">Product Relationship Maintenance</a> on page 121
<b>Assigned Products</b> zone	<a href="#">Assigned Products</a> on page 122

## Filtering Products of a Bundle

### Procedure

To filter products of a bundle:

- Search for the bundle in the **Manage Products** screen.
- In the **Search Results** section, click the link in the **Product** column corresponding to the bundle whose products you want to view.

The **Product Relationship Maintenance** screen appears.

- Click the **Add/Edit** link in the upper right corner of the **Assigned Products** zone.

A screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Parent Product	Displays the bundle or parent product code.	Not applicable
Product	Used to specify the product code.	No
Description	Used to specify the description of the product.	No
Start Date	Used to specify the date from when the product is associated with the parent product or bundle.	No
End Date	Used to specify the date till when the product is associated with the parent product or bundle.	No
Relationship Type	Used to specify how the products are related. You can specify either of the following relationship types: <ul style="list-style-type: none"> <li>• Bundle</li> <li>• Denominator</li> <li>• Numerator</li> <li>• Other</li> <li>• Product</li> <li>• Service</li> <li>• Service Group</li> <li>• Sweep Credit</li> <li>• Sweep Debit</li> </ul>	No

4. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Search**.

The search results are filtered based on the specified criteria. It contains the following columns:

Column Name	Column Description
Product	Displays the code of the product associated with the parent product or bundle.
Relationship Type	Indicates how the products are related.
Start Date	Displays the date from when the product is associated with the parent product or bundle.
End Date	Displays the date till when the product is associated with the parent product or bundle.

#### Related Topics

For more information on...	See...
How to search for a bundle	<a href="#">Searching for a Product</a> on page 99

## Adding a Product to a Bundle

### Prerequisites

To add a product to a bundle, you should have:

- Product associated with the division to which the user belongs
- Product and bundle associated to the same contract type

### Procedure

To add a product to a bundle:

1. Search for the bundle in the **Manage Products** screen.
2. In the **Search Results** section, click the link in the **Product** column corresponding to the bundle in which you want to add a product.

The **Product Relationship Maintenance** screen appears.

3. Click the **Add/Edit** link in the upper right corner of the **Assigned Products** zone.

A screen appears.

4. In the **Search Results** section, click the **Plus** (+) icon.

A row appears.

5. Enter the code of the product that you want to add to the bundle.

**Note:** You can search for a product by clicking the **Search** (🔍) icon corresponding to the **Product** field.

6. Select the product relationship type from the respective field.

7. Enter the date from when the product is associated with the bundle in the **Start Date** field.
8. Enter the date till when the product is associated with the bundle in the **End Date** field.
9. Click **Save**.

The product is added to the bundle.

### Related Topics

For more information on...	See...
How to search for a bundle	<a href="#">Searching for a Product</a> on page 99
<b>Product Relationship Maintenance</b> screen	<a href="#">Product Relationship Maintenance</a> on page 121
<b>Assigned Products</b> zone	<a href="#">Assigned Products</a> on page 122

## Removing a Product from a Bundle

### Procedure

To remove a product from a bundle:

1. Search for the bundle in the **Manage Products** screen.
2. In the **Search Results** section, click the link in the **Product** column corresponding to the bundle from which you want to remove a product.

The **Product Relationship Maintenance** screen appears.

3. Click the **Add/Edit** link in the upper right corner of the **Assigned Products** zone.

A screen appears.

4. In the **Search Results** section, click the **Minus** (=) icon corresponding to the product that you want to remove from the bundle.

The row is deleted.

5. Click **Save**.

The product is removed from the bundle.

### Related Topics

For more information on...	See...
How to search for a bundle	<a href="#">Searching for a Product</a> on page 99
<b>Product Relationship Maintenance</b> screen	<a href="#">Product Relationship Maintenance</a> on page 121
<b>Assigned Products</b> zone	<a href="#">Assigned Products</a> on page 122

## Copy Bundle

Instead of creating a bundle from scratch, you can also create a new bundle using an existing bundle. You can do this by copying a bundle. Once you create a copy of an existing bundle, you can add or remove products from the new bundle. While copying a bundle, divisions associated with the original bundle are copied to the new bundle.

The **Copy Bundle** screen allows you to copy a bundle. This screen consists of the following zones:

- [Bundle Information](#) on page 126
- [Product Division](#) on page 126
- [Search Products to Assign](#) on page 126
- [Copy Assigned Product](#) on page 127

## Bundle Information

The **Bundle Information** zone displays information about the original bundle. This zone contains the following fields:

Field Name	Field Description
Product	Displays the code of the original bundle.
Contract Type	Displays the contract type associated with the original bundle.
Product Description	Displays the description of the original bundle.
Global Price List	Indicates whether the original bundle can be assigned to a global price list or not.
Bundle	Indicates whether the product is a bundle or not.
Bundle Type	Displays the type of the bundle.

**Note:** All the fields in the **Bundle Information** zone are read-only.

## Product Division

The **Product Division** zone lists divisions to which the original bundle is associated. This zone contains the following columns:

Column Name	Column Description
Division	Displays the division to which the original bundle is associated.
Status	Displays the status of the division (that is, whether it is Active, Pending, or Retired).
Comments	Displays additional details about the division.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

## Search Products to Assign

The **Search Products to Assign** zone allows you to search for products that you want to add to the new bundle. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the product code.	No
Product Description	Used to specify the description of the product.	No
Global Price List	Used to indicate whether the product can be assigned to a global price list or not.	No

Field Name	Field Description	Mandatory (Yes or No)
Unit of Measure	Used to specify the unit of measure associated with the product.  <b>Note:</b> The unit of measure is generated automatically when the product is created.	No
Contract Type	Used to specify the contract type associated with the product.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Product	Displays the product code.
Product Description	Displays the description of the product.
Global Price List	Indicates whether the product can be assigned to a global price list or not.
Unit of Measure	Displays the unit of measure associated with the product.
Bundled	Indicates whether the product is a bundle or not.
Bundle Type	Displays the type of the bundle.
Contract Type	Displays the contract type associated with the product.

## Copy Assigned Product

The **Copy Assigned Product** zone allows you to create a copy of the bundle. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
New Product	Used to specify the code that uniquely identifies the new bundle.	Yes
New Product Description	Used to specify the description for the new bundle.	Yes
Assign Products	It contains the following two options: <ul style="list-style-type: none"> <li>• <b>All</b> - Allows you to copy all the products associated with the original bundle to the new bundle.</li> <li>• <b>None</b> – Allows you to create a copy of the original bundle without copying the associated products.</li> </ul>	Yes

You can add products to the new bundle or change currently associated products using the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the product code.	Yes
Product Relationship Type	Used to indicate how the products are related.	Yes
Effective Start Date	Used to specify the date from when the product is associated with the new bundle.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Effective End Date	Used to specify the date till when the product is associated with the new bundle.	No

This zone contains the following two buttons:

Button Name	Button Description
Save	Used to create the new bundle.
Cancel	Used to clear the fields in this zone.

### Related Topics

For more information on...	See...
How to copy a bundle	<a href="#">Copying a Bundle</a> on page 128

## Copying a Bundle

### Prerequisites

To copy a bundle, you should have:

- Bundle associated with the division to which the user belongs

### Procedure

To copy a bundle:

1. Search for the bundle in the **Manage Products** screen.
2. In the **Search Results** section, click the **Copy** () icon corresponding to the bundle that you want to copy. The **Copy Bundle** screen appears.
3. In the **Copy Assigned Product** zone, enter the code that uniquely identifies the new bundle.
4. Enter the description for the new bundle.
5. Select **All** or **None** from the **Assign Products** list depending on whether you want to copy the bundle along with or without its associated products.
6. Add or remove products from the new bundle or edit the details of the currently associated products, if required.
7. Click **Save**.

The unit of measure is generated automatically when the bundle is created.

### Related Topics

For more information on...	See...
How to search for a bundle	<a href="#">Searching for a Product</a> on page 99
<b>Copy Bundle</b> screen	<a href="#">Copy Bundle</a> on page 125
<b>Copy Assigned Product</b> zone	<a href="#">Copy Assigned Product</a> on page 127

## Manage Rate Definitions

Rate schedules, rate versions, and rate components are used to define the formulas to calculate the total amount charged to a customer for a product. Some examples of formulas are: price times the number of transactions used and a flat monthly charge plus a percentage of the average daily balance.

The rate is a formula with variables whose values are supplied by a user by setting up a price list or override price. For example, a rate might add a flat monthly charge and a percentage of the average daily balance to arrive at the amount charged to the customer. This rate might be used to calculate the charge for multiple products, each product with its own flat amount and percentage. So, these two factors are defined as variables whose values must be entered by users when they setup price list or override price. In Oracle Revenue Management and Billing (ORMB), these variables are defined as rate components.

The system provides you with the ability to create tiered pricing in case standard flat pricing is not sufficient to meet the business needs. The **Manage Rate Definitions** screen allows you to indicate whether the rate component supports standard flat pricing or tiered pricing. It allows you to define, edit, and delete the tiering setup of a rate component. This screen consists of the following zones:

- [Select Rate Schedule to Define Rate](#) on page 129
- [Create/Edit Rate Definition](#) on page 130

### Select Rate Schedule to Define Rate

The **Select Rate Schedule to Define Rate** zone allows you to select the rate schedule whose rate components' tiering setup you want to define or edit. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following field:

Field Name	Field Description	Mandatory (Yes or No)
Rate Schedule	Used to select the rate schedule.	Yes

- **Search Results** — On clicking the **Refresh** button, the rate components of the rate schedule appear in the search results. The **Search Results** section contains the following columns:

Column Name	Column Description
Rate Schedule	Displays the rate schedule.
Sequence Number	Displays the sequence number of the rate component.
Rate Component Description	Displays the description of the rate component.
Effective Start Date	Displays the date from when the rate version to which the rate component belongs is effective.
Tiering Type	Displays the tiering type.
Maximum Tiering Combinations	Displays the maximum number of tiering ranges supported by the rate component. <b>Note:</b> Each tiering range supports more than one tiering criteria. For example, a rate component supports tiering based on two different criteria such as transaction volumes from a bundle and balances of the priced product. In such case, for a single rate, it is possible to enter separate tiering range information for each criterion and vary this information by product.
Rate Component Map Description	Displays the description of the tiering setup of the rate component.

Column Name	Column Description
Action	Indicates the action that can be performed on the rate component. The valid values are: <ul style="list-style-type: none"> <li>• <b>Add</b> — Allows you to define the tiering setup of the rate component</li> <li>• <b>Edit</b> — Allows you to edit the tiering setup of the rate component</li> </ul>
Rate Component Map ID	Displays the rate component map ID. <b>Note:</b> This ID is generated automatically when you define the tiering setup of the rate component.

On clicking the **Broadcast** (  ) icon corresponding to the rate component, the **Create/Edit Rate Definition** zone appears with the details of the respective rate component.

### Related Topics

For more information on...	See...
How to define tiering setup of a rate component	<a href="#">Defining Tiering Setup of a Rate Component</a> on page 131
How to edit tiering setup of a rate component	<a href="#">Editing Tiering Setup of a Rate Component</a> on page 132
How to delete tiering setup of a rate component	<a href="#">Deleting Tiering Setup of a Rate Component</a> on page 133

## Create/Edit Rate Definition

The **Create/Edit Rate Definition** zone allows you to define and edit tiering setup of the rate component. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rate Schedule	Displays the code of the rate schedule.	Not applicable
Rate Component Description	Displays the description of the rate component.	Not applicable
Effective Start Date	Displays the date from when the rate version to which the rate component belongs is effective.	Not applicable
Sequence Number	Displays the sequence number of the rate component.	Not applicable
Tiering Type	Used to specify the tiering type. You can select either of the following values: <ul style="list-style-type: none"> <li>• FLAT</li> <li>• STEP</li> <li>• THRESHOLD</li> </ul> <b>Note:</b> This field is non-editable when you edit the tiering setup of the rate component.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Maximum Tiering Combinations	Used to specify the maximum number of tiering ranges supported by the rate component.  <b>Note:</b> This field is non-editable when you: <ul style="list-style-type: none"> <li>Select the tiering type as <b>FLAT</b> or <b>STEP</b></li> <li>Edit the tiering setup of the rate component</li> </ul> <b>Note:</b> By default, <b>0</b> appears in this field when you select the tiering type as <b>FLAT</b> , and <b>1</b> appears when you select the tiering type as <b>STEP</b> .	Yes
Rate Component Map Description	Used to specify the description for the tiering setup of the rate component. For example, if you want the user to enter price per transaction for a tiering range, enter <b>Price Per Transaction</b> in the <b>Rate Component Map Description</b> field.	Yes

This zone contains the following buttons:

Button Name	Button Description (When the Action is Add)	Button Description (When the Action is Edit)
Save	Used to create the tiering setup.	Used to save the changes made in this zone.
Delete	<b>Note:</b> This button is disabled when you define the tiering setup of the rate component.	Used to delete the tiering setup of the rate component.  <b>Note:</b> You can delete the tiering setup only when the rate component is not yet used for any product pricing.
Cancel	Used to clear the fields in this zone.	Used to reset the changes made in this zone.

### Related Topics

For more information on...	See...
How to define tiering setup of a rate component	<a href="#">Defining Tiering Setup of a Rate Component</a> on page 131
How to edit tiering setup of a rate component	<a href="#">Editing Tiering Setup of a Rate Component</a> on page 132
How to delete tiering setup of a rate component	<a href="#">Deleting Tiering Setup of a Rate Component</a> on page 133

## Defining Tiering Setup of a Rate Component

### Prerequisites

To define tiering setup of a rate component, you should have:

- Rate schedules defined in the application
- Rate components of the rate schedule defined in the application

### Procedure

To define tiering setup of a rate component:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Main Menu** option from the list.

- From the **Main Menu**, select **Pricing Management** and then click **Manage Rate Definitions**.

The **Manage Rate Definitions** screen appears.

- Select the rate schedule in the **Select Rate Schedule to Define Rate** zone.

- Click **Refresh**.

The rate components of the rate schedule appear as the search results.

- Click the **Broadcast** (  ) icon corresponding to the rate component whose tiering setup you want to define.

The **Create/Edit Rate Definition** zone appears.

- Select the tiering type from the list.

- Enter the maximum number of tiering ranges supported by the rate component.

**Note:** The **Maximum Tiering Combinations** field is non-editable when you select the tiering type as **FLAT** or **STEP**.

**Note:** By default, **0** appears in the **Maximum Tiering Combinations** field when you select the tiering type as **FLAT**, and **1** appears when you select the tiering type as **STEP**.

- Enter the description for the tiering setup of the rate component.

For example, if you want the user to enter price per transaction for a tiering range, enter `Price Per Transaction` in the **Rate Component Map Description** field.

- Click **Save**.

The rate component map ID is generated automatically when you define the tiering setup of the rate component.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
<b>Manage Rate Definitions</b> screen	<a href="#">Manage Rate Definitions</a> on page 129
<b>Select Rate Schedule to Define Rate</b> zone	<a href="#">Select Rate Schedule to Define Rate</a> on page 129
<b>Create/Edit Rate Definition</b> zone	<a href="#">Create/Edit Rate Definition</a> on page 130

## **Editing Tiering Setup of a Rate Component**

### **Procedure**

To edit tiering setup of a rate component:

- Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

- Select the **Main Menu** option from the list.

- From the **Main Menu**, select **Pricing Management** and then click **Manage Rate Definitions**.

The **Manage Rate Definitions** screen appears.

- Select the rate schedule in the **Select Rate Schedule to Define Rate** zone.

- Click **Refresh**.

The rate components of the rate schedule appear as the search results.

- Click the **Broadcast** (  ) icon corresponding to the rate component whose tiering setup you want to edit.

The **Create/Edit Rate Definition** zone appears.

7. Modify the details of the tiering setup.

**Note:** You can only modify the rate component map description.

8. Click **Save**.

The changes made to the tiering setup are saved.

### Related Topics

For more information on...	See...
<b>Manage Rate Definitions</b> screen	<a href="#">Manage Rate Definitions</a> on page 129
<b>Select Rate Schedule to Define Rate</b> zone	<a href="#">Select Rate Schedule to Define Rate</a> on page 129
<b>Create/Edit Rate Definition</b> zone	<a href="#">Create/Edit Rate Definition</a> on page 130

## Deleting Tiering Setup of a Rate Component

### Procedure

To delete tiering setup of a rate component:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

3. From the **Main Menu**, select **Pricing Management** and then click **Manage Rate Definitions**.

The **Manage Rate Definitions** screen appears.

4. Select the rate schedule in the **Select Rate Schedule to Define Rate** zone.

5. Click **Refresh**.

The rate components of the rate schedule appear as the search results.

6. Click the **Broadcast** (  ) icon corresponding to the rate component whose tiering setup you want to delete.

The **Create/Edit Rate Definition** zone appears.

7. Click **Delete**.

The tiering setup of the rate component is deleted, and the action that can be performed on the rate component changes from **Edit** to **Add** in the **Select Rate Schedule to Define Rate** zone.

**Note:** The **Delete** button is disabled when you define the tiering setup of the rate component.

**Note:** You can delete the tiering setup only when the rate component is not yet used for any product pricing.

### Related Topics

For more information on...	See...
<b>Manage Rate Definitions</b> screen	<a href="#">Manage Rate Definitions</a> on page 129
<b>Select Rate Schedule to Define Rate</b> zone	<a href="#">Select Rate Schedule to Define Rate</a> on page 129
<b>Create/Edit Rate Definition</b> zone	<a href="#">Create/Edit Rate Definition</a> on page 130

## Manage Tiering Criteria

Oracle Revenue Management and Billing (ORMB) provides you with the ability to create tiered pricing in case standard flat pricing is not sufficient to meet the business needs. Through tiered pricing, you can offer more favorable pricing to the customers based on service quantity utilization.

Let us understand this with the help of an example. ABC company uses wire transfer services provided by a large bank. If ABC company initiates up to 1,000 wire transfers, the fee charged by the bank will be \$5 per transfer. If ABC company initiates more than 1,000 wire transfers, the fee will be \$3 per transfer. To introduce this flexibility in the pricing model, you will have to define tiered pricing with the following tiering ranges:

- If the number of wire transfers is greater than 0 and less than or equal to 1000, then charge \$5 per transfer to ABC company.
- If the number of wire transfers is greater than 1000, then charge \$3 per transfer to ABC company.

In the above example, number of wire transfers is the tiering criterion, 0 – 1000 and 1000 – BLANK are tiering ranges, and \$5 and \$3 are rates per transfer.

The **Manage Tiering Criteria** screen allows you to create and edit a tiering criterion. This screen consists of the following zones:

- [Tiering Criteria](#) on page 134
- [Edit Tiering Criterion](#) on page 134
- [Create Tiering Criterion](#) on page 135

### Tiering Criteria

The **Tiering Criteria** zone displays tiering criteria that are already defined in the system. This zone contains the following columns:

Column Name	Column Description
Tiering Criterion	Displays the code of the tiering criterion.
Tiering Criterion Description	Displays the description of the tiering criterion.
Service Quantity Identifier	Displays the Service Quantity Identifier (SQI) of the tiering criterion.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

On clicking the **Broadcast** (🔔) icon corresponding to the tiering criterion, the **Edit Tiering Criterion** zone appears with the details of the respective tiering criterion.

### Edit Tiering Criterion

The **Edit Tiering Criterion** zone allows you to edit the tiering criterion. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Tiering Criterion	Displays the code of the tiering criterion.	Not applicable
Tiering Criterion Description	Used to modify the description of the tiering criterion.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Service Quantity Identifier	Displays the Service Quantity Identifier (SQI) of the tiering criterion.	Not applicable

This zone contains the following two buttons:

Button Name	Button Description
Save	Used to save the changes made in this zone.
Cancel	Used to clear the changes made in this zone.

By default, the **Edit Tiering Criterion** zone does not appear in the **Manage Tiering Criteria** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the tiering criterion in the **Tiering Criteria** zone.

### Related Topics

For more information on...	See...
How to edit a tiering criterion	<a href="#">Editing a Tiering Criterion</a> on page 136

## Create Tiering Criterion

The **Create Tiering Criterion** zone allows you to create tiering criterion. This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Tiering Criterion	Used to specify the code that uniquely identifies the tiering criterion.	Yes
Tiering Criterion Description	Used to specify the description for the tiering criterion.	Yes
Service Quantity Identifier	Used to specify the Service Quantity Identifier (SQI) for the tiering criterion.  <b>Note:</b> During billing, the rating engine uses the SQI to determine which service quantities are applied to tiers.	Yes

This zone contains the following two buttons:

Button Name	Button Description
Save	Used to create the tiering criterion.
Cancel	Used to clear the fields in this zone.

### Related Topics

For more information on...	See...
How to create a tiering criterion	<a href="#">Creating a Tiering Criterion</a> on page 135

## Creating a Tiering Criterion

### Prerequisites

To create a tiering criterion, you should have:

- Service Quantity Identifiers (SQIs) defined in the application

**Procedure**

To create a tiering criterion:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **M** and then click **Manage Tiering Criteria**.  
The **Manage Tiering Criteria** screen appears.
4. In the **Create Tiering Criterion** zone, enter the code that uniquely identifies the tiering criterion.
5. Enter the description for the tiering criterion.
6. Select the Service Quantity Identifier (SQI) that you want to associate with the tiering criterion.
7. Click **Save**.  
The tiering criterion is created.

**Related Topics**

For more information on...	See...
<b>Manage Tiering Criteria</b> screen	<a href="#">Manage Tiering Criteria</a> on page 134
<b>Create Tiering Criterion</b> zone	<a href="#">Create Tiering Criterion</a> on page 135

**Editing a Tiering Criterion****Procedure**

To edit a tiering criterion:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **M** and then click **Manage Tiering Criteria**.  
The **Manage Tiering Criteria** screen appears.
4. In the **Tiering Criteria** zone, click the **Broadcast** (  ) icon corresponding to the tiering criterion whose details you want to edit.  
The **Edit Tiering Criterion** zone appears.
5. Modify the description of the tiering criterion, if required.
6. Click **Save**.  
The changes made to the tiering criterion are saved.

**Related Topics**

For more information on...	See...
<b>Manage Tiering Criteria</b> screen	<a href="#">Manage Tiering Criteria</a> on page 134
<b>Edit Tiering Criterion</b> zone	<a href="#">Edit Tiering Criterion</a> on page 134

--

## Add Product Pricing

The **Add Product Pricing** screen allows you to define pricing for a product that you want to assign to a price list, customer or an account. You can also define characteristics for the price assignment through this screen.

You can access the **Add Product Pricing** screen through the following screens:

- Pricing (Account)
- Pricing (Customer)
- Manage Product Assignments to Price Lists

This screen contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Displays the product code for which you are defining the pricing.	Not applicable
Product Description	Displays the description of the product.	Not applicable
Rate Schedule	Used to specify the rate schedule that should be assigned to the product. <b>Note:</b> Rate schedules control how the billing for the product will be calculated.	Yes
Price Assignment Type	Used to specify the price assignment type. You can select either of the following values: <ul style="list-style-type: none"> <li>• Regular</li> <li>• Post Processing</li> </ul> <b>Note:</b> By default, <b>Regular</b> is selected.	Yes
Issue Currency	Used to specify the issue currency to be used.	No
Pricing Currency	Used to specify the currency in which the pricing is defined.	Yes
Effective Start Date	Used to specify the date from when the product pricing is effective. <b>Note:</b> By default, the current system date appears in this field.	Yes
Effective End Date	Used to specify the date till when the product pricing is effective.	No
Print Zero	Used to indicate whether zero pricing should be displayed in the bill. You can select either of the following values: <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul> <b>Note:</b> By default, <b>Yes</b> is selected.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Pricing Status	Used to indicate whether the product pricing is used for billing or quotations. The valid values are: <ul style="list-style-type: none"> <li>• <b>Active</b> — Indicates that the product pricing is used for billing.</li> <li>• <b>Proposed</b> — Indicates that the product pricing is used for quotations.</li> </ul>	Yes
Ignore Transaction	Used to indicate whether the transactions mapped to the product should be considered for billing. The valid values are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>	Yes
Do Not Aggregate Transaction	Used to indicate whether the transactions mapped to the product should be aggregated for billing. The valid values are: <ul style="list-style-type: none"> <li>• <b>Yes</b></li> <li>• <b>No</b></li> </ul>	Yes
Schedule	Used to indicate the aggregation cycle.	Yes (Conditional) <b>Note:</b> This field is required when you want to aggregate transactions for billing.
Apply To	Used to indicate whether you want the product pricing to be applied to all the customers or only to the new customers. <b>Note:</b> This field appears in this screen only when you access this screen through the <b>Manage Product Assignments to Price Lists</b> screen.	Yes

When you select the rate schedule, a zone appears at the bottom of this screen. This zone is divided into two sections. The section on the left hand side contains rate components of the rate schedule. Depending on the maximum tiering combinations specified during tiering setup of the rate component, the number of rows are displayed in this section for each rate component. For example, if you have specified the maximum tiering combinations as 3 for a rate component, three rows are displayed for that rate component in this section. The section on the right hand side contains the tiering ranges per component. You can add more than one tiering criterion for each tiering range by clicking the **Plus (+)** icon, or delete the tiering criterion from a tiering range by clicking the **Minus (=)** icon corresponding to it. Tiering is not applicable when pricing is flat (or non-tiered).

This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Sequence Number	Displays the sequence number of the rate component.	Not applicable
Tiering Type	Displays the tiering type of the rate component.	Not applicable
Rate Schedule Description	Displays the description of the tiering setup of the rate component.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Rate	Used to specify the price for the product. The value can be positive or negative. Decimals are allowed. This value is fed into the rate schedule for billing calculations.  <b>Note:</b> The system provides you with the facility to specify the rate value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values for the rates.	Yes
Tiering Criterion	Used to select the tiering criterion.	Yes
Product	Used to indicate whether the product is billed individually or at the bundle level. If the product is billed at the bundle level, then specify the bundle code to which the product belongs in this field.  <b>Note:</b> By default, the product code for which you are defining the pricing appears in this field.	Yes
Issue Currency	Used to specify the issue currency to be used.	No
From	Used to specify the lower limit of the tiering range.  <b>Note:</b> The system provides you with the facility to specify the lower limit value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values in the tiering range.	Yes
To	Used to specify the upper limit of the tiering range.  <b>Note:</b> The system provides you with the facility to specify the upper limit value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values in the tiering range.  <b>Note:</b> When you define single tier with the maximum value as blank (for example, 0 to BLANK), the system will automatically replace the blank space with 9999999999999999.99.	Yes

This zone contains the following buttons:

Button Name	Button Description
Save	Used to define the product pricing.
Cancel	Used to return to the screen from where this screen was called without saving the changes.
Add Characteristics	Used to define characteristics for the price assignment.  <b>Note:</b> On clicking the <b>Add Characteristics</b> button, the <b>Price Assignment Characteristics</b> screen appears.

### Related Topics

For more information on...	See...
How to define product pricing	<a href="#">Defining Product Pricing</a> on page 140
How to define characteristics for the price assignment.	<a href="#">Defining Characteristics for the Price Assignment</a> on page 150

## Defining Product Pricing

### Prerequisites

To define pricing for a product, you should have:

- Rate schedules, rate versions, rate components defined in the application
- Tiering criteria defined in the application
- Tiering setup for the rate components defined in the application

### Procedure

To define pricing for a product:

1. Do either of the following:

If you want to	Then
Define pricing for a product that you want assign to a customer	<ol style="list-style-type: none"> <li>1. Access the <b>Pricing (Customer)</b> screen.</li> <li>2. Search for the product that you want to assign to the customer.</li> <li>3. In the <b>Search Results</b> section, click the link in the <b>Product</b> column corresponding to the product that you want to assign to the customer.</li> </ol>
Define pricing for a product that you want assign to an account	<ol style="list-style-type: none"> <li>1. Access the <b>Pricing (Account)</b> screen.</li> <li>2. Search for the product that you want to assign to the account.</li> <li>3. In the <b>Search Results</b> section, click the link in the <b>Product</b> column corresponding to the product that you want to assign to the account.</li> </ol>
Define pricing for a product that you want assign to a price list	<ol style="list-style-type: none"> <li>1. Access the <b>Manage Product Assignments to Price Lists</b> screen.</li> <li>2. Search for the product that you want to assign to the price list.</li> <li>3. In the <b>Search Results</b> section, click the link in the <b>Product</b> column corresponding to the product that you want to assign to the price list.</li> </ol>

The **Add Product Pricing** screen appears.

2. Select the rate schedule that you want to assign to the product.

A zone appears at the bottom of the screen.

3. Select the currency, in which you want to define the pricing, from the **Pricing Currency** list.
4. Enter the date from when the product pricing is effective in the **Effective Start Date** field.
5. Select **All Customers** or **New Customers** from the **Apply To** list depending on whether you want to apply the product pricing to all the customers or only to the new customers.
6. Enter the rate that you want to apply when the tiering criteria is satisfied.
7. Select the tiering criterion from the list.
8. Enter the lower and upper limits of the tiering range in the **From** and **To** fields.
9. Repeat the steps from 6 to 8 to define other tiering ranges.
10. Define characteristics for the price assignment, if required.
11. Click **Save**.

The pricing is defined for the product.

### Related Topics

For more information on...	See...
Add Product Pricing screen	<a href="#">Add Product Pricing</a> on page 137
How to define characteristics for the price assignment	<a href="#">Defining Characteristics for the Price Assignment</a> on page 150

## Edit Assigned Pricing

The **Edit Assigned Pricing** screen allows you to edit pricing for a product that is assigned to a price list, customer, or an account. You can also edit the price assignment characteristics, if required.

You can access the **Edit Assigned Pricing** screen through the following screens:

- Pricing (Account)
- Pricing (Customer)
- Manage Product Assignments to Price Lists

This screen contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Displays the product code whose pricing you want to modify.	Not applicable
Product Description	Displays the description of the product.	Not applicable
Rate Schedule	Used to modify the rate schedule. <b>Note:</b> Rate schedules control how the billing for the product will be calculated.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Price Assignment Type	Used to modify the price assignment type. You can select either of the following values: <ul style="list-style-type: none"> <li>Regular</li> <li>Post Processing</li> </ul>	Yes
Issue Currency	Used to modify the issue currency to be used.	No
Pricing Currency	Used to modify the currency in which the pricing is defined.	Yes
Effective Start Date	Used to modify the date from when the product pricing is effective.	Yes
Effective End Date	Used to modify the date till when the product pricing is effective.	No
Print Zero	Used to indicate whether zero pricing should be displayed in the bill. You can select either of the following values: <ul style="list-style-type: none"> <li>Yes</li> <li>No</li> </ul>	Yes
Pricing Status	Indicates whether the product pricing is used for billing or quotations.	Not applicable
Ignore Transaction	Used to indicate whether the transactions mapped to the product should be considered for billing. The valid values are: <ul style="list-style-type: none"> <li>Yes</li> <li>No</li> </ul>	Yes
Do Not Aggregate Transaction	Used to indicate whether the transactions mapped to the product should be aggregated for billing. The valid values are: <ul style="list-style-type: none"> <li>Yes</li> <li>No</li> </ul>	Yes
Schedule	Used to indicate the aggregation cycle.	Yes (Conditional) <b>Note:</b> This field is required when you want to aggregate transactions for billing.
Apply To	Used to indicate whether you want the product pricing to be applied to all the customers or only to the new customers. <b>Note:</b> This field appears in this screen only when you access this screen through the <b>Manage Product Assignments to Price Lists</b> screen.	Yes

When you select the rate schedule, a zone appears at the bottom of this screen. This zone is divided into two sections. The section on the left hand side contains rate components of the rate schedule. Depending on the maximum tiering combinations specified during tiering setup of the rate component, the number of rows are displayed in this section for

each rate component. For example, if you have specified the maximum tiering combinations as 3 for a rate component, three rows are displayed in this section for that rate component. The section on the right hand side contains the tiering ranges per component. You can add more than one tiering criterion for each tiering range by clicking the **Plus** (+) icon, or delete the tiering criterion from a tiering range by clicking the **Minus** (=) icon corresponding to it. Tiering is not applicable when pricing is flat (or non-tiered).

This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Sequence Number	Displays the sequence number of the rate component.	Not applicable
Tiering Type	Displays the tiering type of the rate component.	Not applicable
Rate Schedule Description	Displays the description of the tiering setup of the rate component.	Not applicable
Rate	Used to modify the price for the product. The value can be positive or negative. Decimals are allowed. This value is fed into the rate schedule for billing calculations.  <b>Note:</b> The system provides you with the facility to specify the rate value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values for the rates.	Yes
Tiering Criterion	Used to modify the tiering criterion.	Yes
Product	Used to indicate whether the product is billed individually or at the bundle level. If the product is billed at the bundle level, then specify the bundle code to which the product belongs in this field.	Yes
Issue Currency	Used to modify the issue currency to be used.	No
From	Used to modify the lower limit of the tiering range.  <b>Note:</b> The system provides you with the facility to specify the lower limit value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values in the tiering range.	Yes
To	Used to modify the upper limit of the tiering range.  <b>Note:</b> The system provides you with the facility to specify the upper limit value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values in the tiering range.  <b>Note:</b> When you define single tier with the maximum value as blank (for example, 0 to BLANK), the system will automatically replace the blank space with 9999999999999999.99.	Yes

This zone contains the following buttons:

Button Name	Button Description
Save	Used to save the changes made in this screen.
Cancel	Used to return to the screen from where this screen was called without saving the changes.
Edit Characteristics	Used to edit the price assignment characteristics and their values. <b>Note:</b> On clicking the <b>Edit Characteristics</b> button, the <b>Price Assignment Characteristics</b> screen appears.

### Related Topics

For more information on...	See...
How to edit product pricing	<a href="#">Editing Assigned Pricing</a> on page 144
How to edit the price assignment characteristics and their values	<a href="#">Editing the Price Assignment Characteristics</a> on page 151

## Editing Assigned Pricing

### Prerequisites

To edit a product pricing, you should have:

- Rate schedules, rate versions, rate components defined in the application
- Tiering criteria defined in the application
- Tiering setup for the rate components defined in the application

### Procedure

To edit a product pricing:

1. Do either of the following:

If you want to	Then
Edit the pricing for a product that is assigned to a customer	<ol style="list-style-type: none"> <li>1. Access the <b>Pricing (Customer)</b> screen.</li> <li>2. In the <b>Effective Price Assignment</b> zone, click the <b>Edit</b> (✎) icon in the <b>Edit</b> column corresponding to the product pricing that you want to edit.</li> </ol>
Edit the pricing for a product that is assigned to an account	<ol style="list-style-type: none"> <li>1. Access the <b>Pricing (Account)</b> screen.</li> <li>2. In the <b>Effective Price Assignment</b> zone, click the <b>Edit</b> (✎) icon in the <b>Edit</b> column corresponding to the product pricing that you want to edit.</li> </ol>
Edit the pricing for a product that is assigned to a price list	<ol style="list-style-type: none"> <li>1. Access the <b>Manage Product Assignments to Price Lists</b> screen.</li> </ol>

If you want to	Then
	<ol style="list-style-type: none"> <li>2. In the <b>Price List Products</b> zone, click the link in the <b>Product</b> column corresponding to the product whose pricing details you want to edit.</li> </ol>

The **Edit Assigned Pricing** screen appears.

2. Modify the required pricing details.
3. Edit the price assignment characteristics, if required.
4. Click **Save**.

The changes made to the product pricing are saved.

### **Related Topics**

For more information on...	See...
Edit Assigned Pricing screen	<a href="#">Edit Assigned Pricing</a> on page 141
How to edit the characteristics of the price assignment	<a href="#">Editing the Price Assignment Characteristics</a> on page 151

## **Override Product Pricing**

You can override a product pricing within the hierarchy to create prices that are specific to a customer or an account (also referred to as customer agreed or account agreed pricing). Using the Override feature, you create a new price assignment within the hierarchy.

Customer agreed or account agreed prices are effective for a particular duration and do not expire until you specify the end date manually. However, if you set the **Expire Override Switch** option type of the **C1\_EXP\_OVRD** feature configuration to **Y**, the system will automatically expire the agreed pricing when the agreed pricing of a customer or an account with no end date is overridden. In case you do not want the agreed pricing to automatically expire when it is overridden, you must set the **Expire Override Switch** option type of the **C1\_EXP\_OVRD** feature configuration to **N**.

The **Override Product Pricing** screen allows you to override effective pricing for a product that is assigned to a customer or an account either directly or through a price list. You can also edit the price assignment characteristics, if required.

You can access the **Override Product Pricing** screen through the following screens:

- Pricing (Account)
- Pricing (Customer)

This screen contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Displays the product code whose pricing you want to override.	Not applicable
Product Description	Displays the description of the product.	Not applicable
Rate Schedule	Used to modify the rate schedule. <b>Note:</b> Rate schedules control how the billing for the product will be calculated.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Price Assignment Type	Used to modify the price assignment type. You can select either of the following values: <ul style="list-style-type: none"> <li>Regular</li> <li>Post Processing</li> </ul>	Yes
Issue Currency	Used to modify the issue currency to be used.	No
Pricing Currency	Used to modify the currency in which the pricing is defined.	Yes
Effective Start Date	Used to modify the date from when the product pricing is effective.	Yes
Effective End Date	Used to modify the date till when the product pricing is effective.	No
Print Zero	Used to indicate whether zero pricing should be displayed in the bill. You can select either of the following values: <ul style="list-style-type: none"> <li>Yes</li> <li>No</li> </ul>	Yes
Pricing Status	Used to indicate whether the product pricing is used for billing or quotations. The valid values are: <ul style="list-style-type: none"> <li><b>Active</b> — Indicates that the product pricing is used for billing.</li> <li><b>Proposed</b> — Indicates that the product pricing is used for quotations.</li> </ul>	Yes
Ignore Transaction	Used to indicate whether the transactions mapped to the product should be considered for billing. The valid values are: <ul style="list-style-type: none"> <li><b>Yes</b></li> <li><b>No</b></li> </ul>	Yes
Do Not Aggregate Transaction	Used to indicate whether the transactions mapped to the product should be aggregated for billing. The valid values are: <ul style="list-style-type: none"> <li><b>Yes</b></li> <li><b>No</b></li> </ul>	Yes
Schedule	Used to indicate the aggregation cycle.	Yes (Conditional) <b>Note:</b> This field is required when you want to aggregate transactions for billing.

Field Name	Field Description	Mandatory (Yes or No)
Apply To	Used to indicate whether you want the product pricing to be applied to all the customers or only to the new customers.  <b>Note:</b> This field appears in this screen only when you access this screen through the <b>Manage Product Assignments to Price Lists</b> screen.	Yes

When you select the rate schedule, a zone appears at the bottom of this screen. This zone is divided into two sections. The section on the left hand side contains rate components of the rate schedule. Depending on the maximum tiering combinations specified during tiering setup of the rate component, the number of rows are displayed in this section for each rate component. For example, if you have specified the maximum tiering combinations as 3 for a rate component, three rows are displayed in this section for that rate component . The section on the right hand side contains the tiering ranges per component. You can add more than one tiering criterion for each tiering range by clicking the **Plus (+)** icon, or delete the tiering criterion from a tiering range by clicking the **Minus (=)** icon corresponding to it. Tiering is not applicable when pricing is flat (or non-tiered).

This zone contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Sequence Number	Displays the sequence number of the rate component.	Not applicable
Tiering Type	Displays the tiering type of the rate component.	Not applicable
Rate Schedule Description	Displays the description of the tiering setup of the rate component.	Not applicable
Rate	Used to modify the price for the product. The value can be positive or negative. Decimals are allowed. This value is fed into the rate schedule for billing calculations.  <b>Note:</b> The system provides you with the facility to specify the rate value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values for the rates.	Yes
Tiering Criterion	Used to modify the tiering criterion.	Yes
Product	Used to indicate whether the product is billed individually or at the bundle level. If the product is billed at the bundle level, then specify the bundle code to which the product belongs in this field.	Yes
Issue Currency	Used to modify the issue currency to be used.	No
From	Used to modify the lower limit of the tiering range.  <b>Note:</b> The system provides you with the facility to specify the lower limit value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values in the tiering range.	Yes

Field Name	Field Description	Mandatory (Yes or No)
To	<p>Used to modify the upper limit of the tiering range.</p> <p><b>Note:</b> The system provides you with the facility to specify the upper limit value with a precision of up to 18 places before decimal and 18 places after decimal. This gives you the flexibility to specify very large and very low values in the tiering range.</p> <p><b>Note:</b> When you define single tier with the maximum value as blank (for example, 0 to BLANK), the system will automatically replace the blank space with 9999999999999999.99.</p>	Yes

This zone contains the following buttons:

Button Name	Button Description
Save	Used to save the changes made in this screen.
Cancel	Used to return to the screen from where this screen was called without saving the changes.
Edit Characteristics	<p>Used to edit the price assignment characteristics and their values.</p> <p><b>Note:</b> On clicking the <b>Edit Characteristics</b> button, the <b>Price Assignment Characteristics</b> screen appears.</p>

#### Related Topics

For more information on...	See...
How to override product pricing	<a href="#">Overriding Product Pricing</a> on page 148
How to edit the price assignment characteristics and their values	<a href="#">Editing the Price Assignment Characteristics</a> on page 151

## Overriding Product Pricing

### Prerequisites

To override a product pricing, you should have:

- Rate schedules, rate versions, rate components defined in the application
- Tiering criteria defined in the application
- Tiering setup for the rate components defined in the application

### Procedure

To override a product pricing:

1. Do either of the following:

If you want to	Then
Override product pricing assigned to the customer either directly or through the customer hierarchy or price list	<ol style="list-style-type: none"> <li>1. Access the <b>Pricing (Customer)</b> screen.</li> <li>2. In the <b>Effective Price Assignment</b> zone, click the <b>Override</b>  icon in the <b>Override</b> column</li> </ol>

If you want to	Then
	corresponding to the product pricing that you want to override.
Override product pricing assigned to the account either directly or through the customer hierarchy or price list	<ol style="list-style-type: none"> <li>1. Access the <b>Pricing (Account)</b> screen.</li> <li>2. In the <b>Effective Price Assignment</b> zone, click the <b>Override</b> (🔗) icon in the <b>Override</b> column corresponding to the product pricing that you want to override.</li> </ol>

The **Override Product Pricing** screen appears.

2. Modify the required pricing details.
3. Edit the price assignment characteristics, if required.
4. Click **Save**.

The product pricing is overridden.

### Related Topics

For more information on...	See...
<b>Override Product Pricing</b> screen	<a href="#">Override Product Pricing</a> on page 145
How to edit the characteristics of the price assignment	<a href="#">Editing the Price Assignment Characteristics</a> on page 151

## Price Assignment Characteristics

The **Price Assignment Characteristics** screen allows you to define characteristics for the price assignment. This screen contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the price assignment.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the price assignment.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the price assignment.
Characteristic Value	Used to specify the value for the characteristic type. <b>Note:</b> When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the <b>Characteristic Value</b> field.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the price assignment.

This screen contains the following buttons:

Button Name	Button Description
Save	Used to save the price assignment characteristics and their values.
Cancel	Used to exit from this screen.

### **Related Topics**

For more information on...	See...
How to define characteristics for the price assignment	<a href="#">Defining Characteristics for the Price Assignment</a> on page 150
How to edit the characteristics of the price assignment	<a href="#">Editing the Price Assignment Characteristics</a> on page 151

## **Defining Characteristics for the Price Assignment**

### **Procedure**

To define characteristics for the price assignment:

1. Do either of the following:

If you are	Then
Defining a product pricing	Click the <b>Add Characteristics</b> button.
Overriding or editing a product pricing	Click the <b>Edit Characteristics</b> button.

The **Price Assignment Characteristics** screen appears.

2. Select the characteristic type from the list.
3. Enter the date from when you want the characteristic to be effective for the price assignment.
4. Enter the value for the characteristic type.

**Note:** When you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

5. If you want to define more than one characteristic for the price assignment, click the **Plus** (+) icon and repeat steps from 2 to 4.

**Note:** However, if you want to remove a characteristic from the price assignment, click the **Minus** (=) icon corresponding to the characteristic.

6. Click **Save**.

The characteristics are defined for the price assignment.

### **Related Topics**

For more information on...	See...
How to define product pricing	<a href="#">Defining Product Pricing</a> on page 140
How to edit product pricing	<a href="#">Editing Assigned Pricing</a> on page 144
How to override product pricing	<a href="#">Overriding Product Pricing</a> on page 148
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 386

## Editing the Price Assignment Characteristics

### **Procedure**

To edit the price assignment characteristics:

1. Click the **Edit Characteristics** button in the **Edit Assigned Pricing** or the **Override Product Pricing** screen depending on whether you are editing or overriding a product pricing.

The **Price Assignment Characteristics** screen appears.

2. Modify the required price assignment characteristic details, such as effective date and value.
3. Define or remove characteristics from the price assignment, if required.
4. Click **Save**.

The changes made to the price assignment characteristics are saved.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
How to edit product pricing	<a href="#">Editing Assigned Pricing</a> on page 144
How to override product pricing	<a href="#">Overriding Product Pricing</a> on page 148
How to define characteristics for the price assignment	<a href="#">Defining Characteristics for the Price Assignment</a> on page 150



---

# Chapter

# 4

---

## Division

---

### Topics:

- [Division Search](#)
- [Division](#)

The following two types of divisions are used while defining a contract type:

- **General Ledger (GL) Division** — GL divisions typically comprise of individual entities (for example, companies) in the general ledger. You must set up a GL division for each such entity. The GL division is used to define the accounting period for financial transactions linked to contracts. Contracts are associated with GL divisions through their contract type. The system uses accounting periods to prevent a user from creating financial transactions in the closed periods. It also uses accounting periods when it generates the flat file that contains the consolidated journal entry that is interfaced to the general ledger.
- **Division** — A division is associated with a jurisdiction. A jurisdiction is a geographic-oriented entity with unique business rules. For example, if you conduct business in California and Japan, each jurisdiction has different set of rules, and therefore you need to have a separate jurisdiction for each division. You must set up a division for each jurisdiction in which you conduct the business. For the Pricing Management functionality, setting up a division is mandatory, and the system must contain information about at least one division.

A division is associated with the following:

- **Person** — You may or may not associate person to a division. It is optional. But, when you are using division specific functionality, you have to associate person to a division while creating a local person or customer.
- **Contract** — Contract is associated to a division through its contract type. The contract type controls multiple business rules which are defined for a given jurisdiction and contract type combination. In addition to controlling the business rules defined on the contract's contract type, the contract's division also controls the type of collection criteria used to determine if and how to collect overdue debt.
- **Location** — The division on location defines the jurisdiction in which the location is located. The location includes the physical address of the division.
- **Account** — The division on account when combined with the account's customer class defines the jurisdiction that governs financial business rules (for example, the bill's due date, when and how late payment charges are calculated, etc.). It also allows you to assign To Do entries associated with the account to a given To Do role based on the account's division.

## Division Search

The **Division Search** window allows you to search for a division. This screen contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the division code.	No
Description	Used to specify the description of the division.	No

- **Search Results** — On clicking the **Search** (🔍) icon corresponding to the respective field, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Division	Displays the division code.
Description	Displays the description of the division.

### Related Topics

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154

## Searching for a Division

### Procedure

To search for a division:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **D** and then click **Division**.

The **Division Search** window appears.

4. Enter the code or description of the division in the **Search Criteria** section.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click the **Search** (🔍) icon corresponding to the respective field.

The search results appear.

6. In the **Search Results** section, click the division whose details you want to view or edit.

The **Division** screen appears.

### Related Topics

<b>For more information on...</b>	<b>See...</b>
<b>Division</b> screen	<a href="#">Division</a> on page 155

## Division

---

The **Division** screen allows you to define and edit a division. This screen consists of the following tabs:

Tab Name	Tab Description	Mandatory (Yes or No)
Main	Used to define basic details for a division.	Yes
Access Groups	Used to define the users who have right to associate objects (such as persons, accounts, products, price lists, etc.) with this division. The users can only view those divisions to which they have access in the <b>Division</b> list used across the application.	No
Products	Used to define which products are available to persons or accounts in this division. <b>Note:</b> Once the product is created, you need to associate it with a division.	No
Price Lists	Used to define which price lists are available to persons or accounts in this division. <b>Note:</b> Once the price list is created, you need to associate it with a division. <b>Note:</b> You can associate a price list with a division only when all the products in the price list are already associated with the division.	No
Transaction Source Codes	Used to limit the transaction sources that you can use for this division.	No
Languages	Used to limit the languages that you can select for a person's bills and correspondence in this division.	No
Invoice Currencies	Used to limit the invoice currencies that you can select for accounts in this division. <b>Note:</b> Invoice currency is a currency in which the accounts in this division can be billed.	No
ID Types	Used to limit the ID types that you can select for persons in this division. Persons or customers in the system typically have one or more alphanumeric values that can be used to uniquely identify them. The ID type indicates what that alphanumeric value represents.	No

Tab Name	Tab Description	Mandatory (Yes or No)
Algorithms	<p>Used to associate algorithms with the division. Once a division is created, you must associate the <b>Price Assignment Search</b> algorithm to it. For the Banking functionality, this is required to ensure that the product pricing is displayed in the correct order as defined by the algorithm. Each division can have unique hierarchy order or more than one division can have the same hierarchy order. The hierarchy order is also used in billing when the price determination is controlled by the sort order definition of the algorithm.</p> <p>You can define algorithms in the <b>Algorithm</b> screen. The search order is governed by the second parameter of the algorithm, and the valid values for the same are:</p> <ul style="list-style-type: none"> <li>• <b>AGREED_PRICELIST</b> – If you use this search order, the product pricing is searched in the following order: Account Agreed, Account Price List, Customer Agreed, Customer Price List, Parent Customer Agreed, and Parent Customer Price List.</li> <li>• <b>AGREED_FIRST</b> - If you use this search order, the product pricing is searched in the following order: Account Agreed, Customer Agreed, Parent Customer Agreed, Account Price List, Customer Price List, and Parent Customer Price List.</li> </ul>	No
Characteristics	Used to define characteristics for the division.	No
Bill Messages	Used to specify the bill messages that are valid for accounts in this division.	No
Party Char Types	Used to limit the characteristic types that you can select for persons and accounts in this division.	No
Bill Cycles	Used to limit the bill cycles that you can select for accounts in this division.	No
Account Identifier Types	Used to limit the account identifier types that you can select for accounts in this division.	No
Product Characteristics	Used to define division-specific characteristics for products associated with this division.	No

### Related Topics

For more information on...	See...
How to define a division	<a href="#">Defining a Division</a> on page 157
How to associate access groups with a division	<a href="#">Associating Access Groups with a Division</a> on page 160
How to associate products with a division	<a href="#">Associating Products with a Division</a> on page 161
How to associate price lists with a division	<a href="#">Associating Price Lists with a Division</a> on page 161

For more information on...	See...
How to associate transaction source codes with a division	<a href="#">Associating Transaction Source Codes with a Division</a> on page 162
How to associate languages with a division	<a href="#">Associating Languages with a Division</a> on page 163
How to associate invoice currencies with a division	<a href="#">Associating Invoice Currencies with a Division</a> on page 164
How to associate ID types with a division	<a href="#">Associating ID Types with a Division</a> on page 164
How to associate algorithms with a division	<a href="#">Associating Algorithms with a Division</a> on page 165
How to define characteristics for a division	<a href="#">Defining Characteristics for a Division</a> on page 166
How to associate bill messages with a division	<a href="#">Associating Bill Messages with a Division</a> on page 167
How to associate party characteristic types with a division	<a href="#">Associating Party Char Types with a Division</a> on page 168
How to associate bill cycles with a division	<a href="#">Associating Bill Cycles with a Division</a> on page 169
How to associate account identifier types with a division	<a href="#">Associating Account Identifier Types with a Division</a> on page 170
How to define division-specific characteristics for a product	<a href="#">Defining Division-Specific Characteristics for a Product</a> on page 171

## Defining a Division

### Prerequisites

To define a division, you should have:

- Work calendars, bill formats, bill route types, time zones, currencies, business objects, To Do types, and To Do roles defined in the application

### Procedure

To define a division:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **D** and then click the **Add** (+) icon corresponding to **Division**.

The **Division** screen appears. It contains the following tabs:

- Main
- Access Groups
- Products
- Price Lists
- Transaction Source Codes
- Languages
- Invoice Currencies
- ID Types
- Algorithms

- Characteristics
- Bill Messages
- Party Char Types
- Bill Cycles
- Account Identifier Types
- Product Characteristics

The **Main** tab contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the code that uniquely identifies the division.	Yes
Description	Used to specify the description for the division.	Yes
Work Calendar	Used to indicate the days on which this division operates. This calendar is used to ensure that the system calculated dates (for example, bill due date, credit and collection event dates, etc.) fall on a working day.	Yes
Status	Used to indicate the status of the division. You can use either of the following values: <ul style="list-style-type: none"> <li>• <b>Active</b> — Indicates that the division can be used in the system</li> <li>• <b>Pending</b> — Indicates that the division is still being defined</li> <li>• <b>Retired</b> — Indicates that the division is no longer available for use</li> </ul>	Yes
Bill Format	Used to specify the default bill format for accounts in this division.	No
Bill Route Type	Used to specify the default bill route type for accounts in this division.	No
Base Currency Code	Used when accounts in this division can be billed in a currency that is different from the currency required by the GL. The system generates GL entries in the currency defined for an account. If you specify the value in this field, the system will convert the GL amounts maintained in the account's currency into this currency. The financial transactions in both the currencies will be maintained in the system.	No
Time Zone	Used to indicate the time zone in which this division operates.	No
Comments	Used to specify additional details about the division.	No
Business Object	Used to specify a business object that may govern additional rules related to this division.	Yes

Field Name	Field Description	Mandatory (Yes or No)
To Do Type	Used when you want the To Do entries (associated with accounts in this division) of a given To Do type must be assigned to the users with a given To Do role.	No
To Do Role	Used when you want the To Do entries (associated with accounts in this division) of a given To Do type must be assigned to the users with a given To Do role.	No

4. Enter the required details.

**Note:** You can search for a To Do type and To Do role by clicking the **Search** (🔍) icon corresponding to the respective field.

5. If you want to add more than one To Do type and To Do role combination for a division, click the **Plus** (+) icon and enter the To Do type and the To Do role.

**Note:** However, if you want to remove a To Do type and To Do role combination from the division, click the **Minus** (=) icon corresponding to the combination.

6. Associate access groups, products, price lists, transaction source codes, languages, invoice currencies, ID types, algorithms, bill messages, party characteristic types, bill cycles, and account identifier types with the division, if required.
7. Define characteristics for the division, if required.
8. Define division-specific characteristics for the products, if required.
9. Click the **Save** link in the **Actions/Navigation** area.

The division is defined.

### **Related Topics**

For more information on...	See...
How to associate access groups with a division	<a href="#">Associating Access Groups with a Division</a> on page 160
How to associate products with a division	<a href="#">Associating Products with a Division</a> on page 161
How to associate price lists with a division	<a href="#">Associating Price Lists with a Division</a> on page 161
How to associate transaction source codes with a division	<a href="#">Associating Transaction Source Codes with a Division</a> on page 162
How to associate languages with a division	<a href="#">Associating Languages with a Division</a> on page 163
How to associate invoice currencies with a division	<a href="#">Associating Invoice Currencies with a Division</a> on page 164
How to associate ID types with a division	<a href="#">Associating ID Types with a Division</a> on page 164
How to associate algorithms with a division	<a href="#">Associating Algorithms with a Division</a> on page 165
How to define characteristics for a division	<a href="#">Defining Characteristics for a Division</a> on page 166
How to associate bill messages with a division	<a href="#">Associating Bill Messages with a Division</a> on page 167
How to associate party characteristic types with a division	<a href="#">Associating Party Char Types with a Division</a> on page 168
How to associate bill cycles with a division	<a href="#">Associating Bill Cycles with a Division</a> on page 169

For more information on...	See...
How to associate account identifier types with a division	<a href="#">Associating Account Identifier Types with a Division</a> on page 170
How to define division-specific characteristics for a product	<a href="#">Defining Division-Specific Characteristics for a Product</a> on page 171

## Associating Access Groups with a Division

### Prerequisites

To associate access groups with a division, you should have:

- Access groups defined in the application

### Procedure

To associate access groups with a division:

1. Search for the division to which you want to associate access groups.
2. Click the **Access Groups** tab in the **Division** screen..

The **Access Groups** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Access Group	Used to specify the access group code.	No
Description	Displays the description of the access group. <b>Note:</b> The description appears automatically when you specify the access group.	Not applicable

3. Enter the access group code.

**Note:** You can search for an access group by clicking the **Search** () icon corresponding to the field.

4. If you want to associate more than one access group with the division, click the **Plus** () icon and repeat step 3.

**Note:** However, if you want to remove an access group from the division, click the **Minus** () icon corresponding to the access group.

5. Click the **Save** link in the **Actions/Navigation** area.

The access groups are associated with the division.

### Related Topics

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157
How to search for an access group	<a href="#">Searching for an Access Group</a> on page 385

## Associating Products with a Division

### Prerequisites

To associate products with a division, you should have:

- Products created in the application

### Procedure

To associate products with a division:

1. Search for the division to which you want to associate products.
2. Click the **Products** tab in the **Division** screen.

The **Products** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the product code.	No
Description	Displays the description of the product. <b>Note:</b> The description appears automatically when you specify the product code.	Not applicable

3. Enter the product code.

**Note:** You can search for a product by clicking the **Search** (🔍) icon corresponding to the field.

4. If you want to associate more than one product with the division, click the **Plus** (+) icon and repeat step 3.

**Note:** However, if you want to remove a product from the division, click the **Minus** (=) icon corresponding to the product.

5. Click the **Save** link in the **Actions/Navigation** area.

The products are associated with the division.

### Related Topics

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157

## Associating Price Lists with a Division

### Prerequisites

To associate price lists with a division, you should have:

- Price lists created in the application

### Procedure

To associate price lists with a division:

1. Search for the division to which you want to associate price lists.
2. Click the **Price Lists** tab in the **Division** screen.

The **Price Lists** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price List ID	Used to specify the price list ID.	No
Description	Displays the description of the price list. <b>Note:</b> The description appears automatically when you specify the price list ID.	Not applicable

- Enter the price list ID.

**Note:** You can search for a price list by clicking the **Search** (🔍) icon corresponding to the field.

- If you want to associate more than one price list with the division, click the **Plus** (+) icon and repeat step 3.

**Note:** However, if you want to remove a price list from the division, click the **Minus** (=) icon corresponding to the price list.

- Click the **Save** link in the **Actions/Navigation** area.

The price lists are associated with the division.

### **Related Topics**

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157
How to search for a price list	<a href="#">Searching for a Price List</a> on page 387

## **Associating Transaction Source Codes with a Division**

### **Prerequisites**

To associate transaction source codes with a division, you should have:

- Transaction source codes available in the application

### **Procedure**

To associate transaction source codes with a division:

- Search for the division to which you want to associate transaction source codes.
- Click the **Transaction Source Codes** tab in the **Division** screen.

The **Transaction Source Codes** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source Code	Used to specify the transaction source code.	No
Description	Displays the description of the transaction source code. <b>Note:</b> The description appears automatically when you specify the transaction source code.	Not applicable

3. Enter the transaction source code.

**Note:** You can search for a transaction source code by clicking the **Search** (🔍) icon corresponding to the field.

4. If you want to associate more than one transaction source code with the division, click the **Plus** (+) icon and repeat step 3.

**Note:** However, if you want to remove a transaction source code from the division, click the **Minus** (=) icon corresponding to the code.

5. Click the **Save** link in the **Actions/Navigation** area.

The transaction source codes are associated with the division.

### Related Topics

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157
How to search for a transaction source code	<a href="#">Searching for a Transaction Source Code</a> on page 388

## Associating Languages with a Division

### Prerequisites

To associate languages with a division, you should have:

- Languages defined in the application

### Procedure

To associate languages with a division:

1. Search for the division to which you want to associate languages.
2. Click the **Languages** tab in the **Division** screen.

The **Languages** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Language	Used to specify the language.	No

3. Select the language from the list.
4. If you want to associate more than one language with the division, click the **Plus** (+) icon and repeat step 3.

**Note:** However, if you want to remove a language from the division, click the **Minus** (=) icon corresponding to the language.

5. Click the **Save** link in the **Actions/Navigation** area.

The languages are associated with the division.

### Related Topics

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154

For more information on...	See...
Division screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157

## Associating Invoice Currencies with a Division

### Prerequisites

To associate invoice currencies with a division, you should have:

- Currencies defined in the application

### Procedure

To associate invoice currencies with a division:

1. Search for the division to which you want to associate invoice currencies.
2. Click the **Invoice Currencies** tab in the **Division** screen.

The **Invoice Currencies** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Currency	Used to specify the currency.	No

3. Select the currency from the list.
4. If you want to associate more than one invoice currency with the division, click the **Plus** (+) icon and repeat step 3.

**Note:** However, if you want to remove an invoice currency from the division, click the **Minus** (=) icon corresponding to the invoice currency.

5. Click the **Save** link in the **Actions/Navigation** area.

The invoice currencies are associated with the division.

### Related Topics

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154
Division screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157

## Associating ID Types with a Division

### Prerequisites

To associate ID types with a division, you should have:

- ID types defined in the application

### Procedure

To associate ID types with a division:

1. Search for the division to which you want to associate customer identifier types.
2. Click the **ID Types** tab in the **Division** screen.

The **ID Types** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
ID Type	Used to specify the customer identifier type.	No

3. Select the customer identifier type from the list.
4. If you want to associate more than one customer identifier type with the division, click the **Plus (+)** icon and repeat step 3.

**Note:** However, if you want to remove a customer identifier type from the division, click the **Minus (=)** icon corresponding to the customer identifier type.

5. Click the **Save** link in the **Actions/Navigation** area.

The customer identifier types are associated with the division.

### Related Topics

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157

## Associating Algorithms with a Division

### Prerequisites

To associate algorithms with a division, you should have:

- Algorithms defined in the application

### Procedure

To associate algorithms with a division:

1. Search for the division to which you want to associate algorithms.
2. Click the **Algorithms** tab in the **Division** screen.

The **Algorithms** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division Alg Entity	Used to specify the algorithm entity to which the algorithm is associated.	Yes (Conditional) <b>Note:</b> This field is required when you are associating an algorithm with the division.
Sequence Number	Used to specify the order in which the algorithms for each entity should be executed.	Yes (Conditional) <b>Note:</b> This field is required when you are associating an algorithm with the division.

Field Name	Field Description	Mandatory (Yes or No)
Algorithm	Used to specify the algorithm code.	Yes (Conditional) <b>Note:</b> This field is required when you are associating an algorithm with the division.
Description	Displays the description of the algorithm. <b>Note:</b> The description appears automatically when you specify the algorithm code.	Not applicable

- Enter the required details.

**Note:** You can search for an algorithm by clicking the **Search** (🔍) icon corresponding to the field.

- If you want to associate more than one algorithm with the division, click the **Plus** (+) icon and repeat step 3.

**Note:** However, if you want to remove an algorithm from the division, click the **Minus** (=) icon corresponding to the algorithm.

- Click the **Save** link in the **Actions/Navigation** area.

The algorithms are associated with the division.

### **Related Topics**

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 376

## Defining Characteristics for a Division

### **Prerequisites**

To define characteristics for a division, you should have:

- Characteristic types defined in the application

### **Procedure**

To define characteristics for a division:

- Search for the division for which you want to define characteristics.
- Click the **Characteristics** tab in the **Division** screen.

The **Characteristics** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the division.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the division.

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the division.
Characteristic Value	Used to specify the value for the characteristic type. <b>Note:</b> When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the <b>Characteristic Value</b> field.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the division.

- Enter the required details.

**Note:** When you select a predefined characteristic type, the **Search** (🔍) icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

- If you want to define more than one characteristic for the division, click the **Plus** (+) icon and repeat step 3.

**Note:** However, if you want to remove a characteristic from the division, click the **Minus** (=) icon corresponding to the characteristic.

- Click the **Save** link in the **Actions/Navigation** area.

The characteristics are defined for the division.

### **Related Topics**

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 386

## **Associating Bill Messages with a Division**

### **Prerequisites**

To associate bill messages with a division, you should have:

- Bill messages defined in the application

### **Procedure**

To associate bill messages with a division:

- Search for the division to which you want to associate bill messages.
- Click the **Bill Messages** tab in the **Division** screen.

The **Bill Messages** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to specify the date from when you want the bill message to appear on the bill.	Yes (Conditional) <b>Note:</b> This field is required when you are associating a bill message with the division.
End Date	Used to specify the date till when you want the bill message to appear on the bill.	No
Bill Message	Used to specify the bill message that is valid for accounts in this division.	Yes (Conditional) <b>Note:</b> This field is required when you are associating a bill message with the division.
Description	Displays the description of the bill message. <b>Note:</b> The description appears automatically when you specify the message code.	Not applicable

3. Enter the required details.

**Note:** You can search for a bill message by clicking the **Search** (🔍) icon corresponding to the field.

4. If you want to associate more than one bill message with the division, click the **Plus** (+) icon and repeat step 3.

**Note:** However, if you want to remove a bill message from the division, click the **Minus** (=) icon corresponding to the message code.

5. Click the **Save** link in the **Actions/Navigation** area.

The bill messages are associated with the division.

### **Related Topics**

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157
How to search for a bill message	<a href="#">Searching for a Bill Message</a> on page 386

## **Associating Party Char Types with a Division**

### **Prerequisites**

To associate party char types with a division, you should have:

- Characteristic types defined in the application

### **Procedure**

To associate party char types with a division:

1. Search for the division to which you want to associate party char types.
2. Click the **Party Char Types** tab in the **Division** screen.

The **Party Char Types** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Entity	Used to indicate whether the characteristic type is valid for a person or an account in this division.	Yes (Conditional) <b>Note:</b> This field is required when you are associating a party char type with the division.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) <b>Note:</b> This field is required when you are associating a party char type with the division.

3. Enter the required details.

4. If you want to associate more than one party char type with the division, click the **Plus** (+) icon and repeat step 3.

**Note:** However, if you want to remove a party char type from the division, click the **Minus** (=) icon corresponding to the characteristic type.

5. Click the **Save** link in the **Actions/Navigation** area.

The party char types are associated with the division.

#### Related Topics

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157

## Associating Bill Cycles with a Division

### Prerequisites

To associate bill cycles with a division, you should have:

- Bill cycles defined in the application

### Procedure

To associate bill cycles with a division:

1. Search for the division to which you want to associate bill cycles.
2. Click the **Bill Cycles** tab in the **Division** screen.

The **Bill Cycles** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Bill Cycle	Used to specify the bill cycle.	No

3. Select the bill cycle from the list.

4. If you want to associate more than one bill cycle with the division, click the **Plus** (+) icon and repeat step 3.

**Note:** However, if you want to remove a bill cycle from the division, click the **Minus** (⊖) icon corresponding to the bill cycle.

- Click the **Save** link in the **Actions/Navigation** area.

The bill cycles are associated with the division.

### Related Topics

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157

## Associating Account Identifier Types with a Division

### Prerequisites

To associate account identifier types with a division, you should have:

- Account Identifier Types defined in the application

### Procedure

To associate account identifier types with a division:

- Search for the division to which you want to associate account identifier types.
- Click the **Account Identifier Types** tab in the **Division** screen.

The **Account Identifier Types** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier Type	Used to specify the account identifier type.	No

- Select the account identifier type from the list.
- If you want to associate more than one account identifier type with the division, click the **Plus** (+) icon and repeat step 3.

**Note:** However, if you want to remove an account identifier type from the division, click the **Minus** (⊖) icon corresponding to the account identifier type.

- Click the **Save** link in the **Actions/Navigation** area.

The account identifier types are associated with the division.

### Related Topics

For more information on...	See...
How to search for a division	<a href="#">Searching for a Division</a> on page 154
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157

## Defining Division-Specific Characteristics for a Product

### Prerequisites

To define division-specific characteristics for a product, you should have:

- Characteristic types defined in the application
- Product associated with the division to which the user belongs

### Procedure

To define division-specific characteristics for a product:

1. Search for the division for which you want to define product characteristics.
2. Click the **Product Characteristics** tab in the **Division** screen.

The **Product Characteristics** tab appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Displays the product code.	Not applicable
Effective Date	Used to specify the date from when the product characteristic is effective for the division.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a division-specific characteristic for the product.
Characteristic Type	Used to specify the characteristic type.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a division-specific characteristic for the product.
Characteristic Value	Used to specify the value for the characteristic type. <b>Note:</b> When you specify the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the <b>Characteristic Value</b> field.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a division-specific characteristic for the product.

3. If the division has multiple products associated with it, scroll to define characteristics for the required product.

**Note:** You can use the **Previous** () and the **Next** () buttons to scroll through the products while defining their characteristics.

4. Enter the required details.

**Note:** When you select a predefined characteristic type, the **Search** () icon appears corresponding to the **Characteristic Value** field. On clicking the **Search** icon, you can search for a predefined characteristic value.

5. If you want to define more than one division-specific characteristic for the product, click the **Plus** () icon and repeat step 4.

**Note:** However, if you want to remove a division-specific characteristic from the product, click the **Minus** () icon corresponding to the characteristic.

6. Click the **Save** link in the **Actions/Navigation** area.

The division-specific characteristics are defined for the product.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
How to search for a division	<a href="#">Searching for a Division</a> on page 154
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to define a division	<a href="#">Defining a Division</a> on page 157
How to search for a predefined characteristic value	<a href="#">Searching for a Predefined Characteristic Value</a> on page 386

---

# Chapter

# 5

---

## Approval Workflow

---

### Topics:

- [Most Commonly Used Terms](#)
- [Approval Workflow Process](#)
- [Prerequisites](#)
- [Approve](#)
- [Resolve](#)
- [Modify](#)
- [Logs](#)
- [Approve Price Assignment](#)
- [Modify Price Assignment](#)
- [Resolve Price Assignment](#)
- [Approval Workflow Group](#)
- [Approval Workflow Chain](#)
- [Approval Workflow Criteria Type](#)
- [Approval Workflow Group Chain Linkage](#)
- [Approval Workflow Settings](#)
- [Approval Workflow Reason](#)

Oracle Revenue Management and Billing may optionally be configured to use the approval workflow process whenever any addition, modification, or deletion is done manually by a user. The approval workflow process routes any changes made to the business objects (such as person, account, contract, division, and so on) to a group of people for approval. The approval workflow process allows you to manage and track all the tasks involved in the approval process.

Approval workflow allows you to define the rules for requiring an approval step before the data changes are committed to the database. Once you establish the approval workflow rules, the application manages the business process flow for having data changes approved before they are reflected in the database.

The system provides you with a flexible set of options used to determine when approvals are required, and how the approval process is to be managed including:

- Turning approval on or off for individual business objects within the application
- Grouping business objects so that approval is required for the group rather than the individual business objects within the group
- Who should approve
- How many levels of approvals are required
- Different approval workflow chains based on different criteria

Once you have turned approval workflow on for an object, or a group of objects, the system will use the approval workflow configuration to manage the entire approval process including:

- Determining whether approval is required based on data changes submitted by a user
- Routing approval workflow requests to one or more qualified approvers
- Managing rejected data changes and sending these back to the submitter for resolution
- Committing the changes once all the required approvals are received

## Most Commonly Used Terms

---

Before you understand the approval workflow process, you must familiarize yourself with the following terms:

Term	Description
Submitter	A person who adds, modifies or deletes a business object, such as person, account, contract, and division is called a submitter.
Approver	A person who approves any changes made to a business object is called an approver.
Approval Workflow Group	A group of one or more business objects for which approval is required, under some or all conditions, when data changes are made.
Approval Workflow Chain	The approval workflow chain indicates how many levels of approvals are required to approve the changes made by the submitter.

## Approval Workflow Process

---

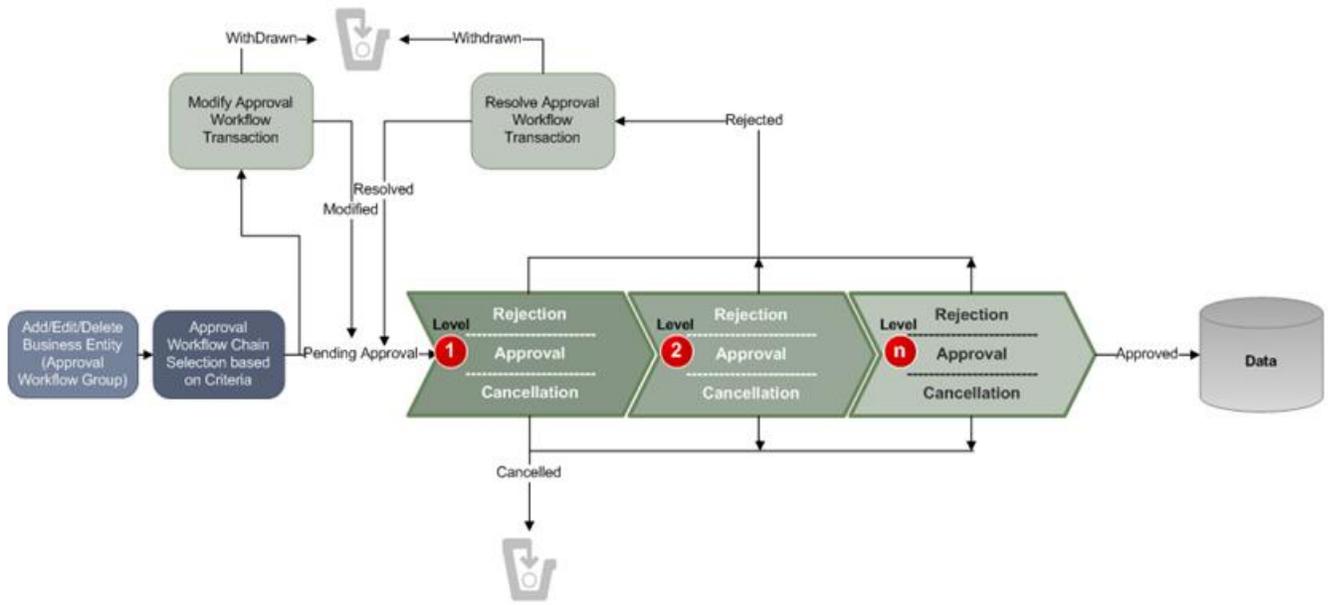
When a submitter adds, edits or deletes a business object (for example, an account) that belongs to an approval workflow group, the system checks whether approval workflow is activated for the approval workflow group. If the approval workflow is activated for the group, the system creates an approval workflow request. Every approval workflow request is uniquely identified in the system through the Approval Transaction ID.

The system identifies the approval workflow chain that must be used for approval depending on the pre-configured conditions or criteria. Based on the number of levels defined in the approval workflow chain, the request is sent to the approver at each level in the chain or hierarchy for approval. When the approver at the first level approves the request, a notification is sent to the approver at the second level for approval. This process continues till the approval is received from all the levels in the hierarchy. Once the approvers at all the levels approve the request, the changes are committed to the database.

However, if an approver at any level in the hierarchy rejects the request, a notification is sent to the submitter who has made the changes. The submitter then makes the required corrections based on the approver's comments and resubmits the changes for approval. In this case, the approval process starts once again from the beginning and not from the level at which the request was rejected.

The submitter also has the facility to modify the request before the approver at the first level in the hierarchy approves or rejects the request. Once the changes are made, the submitter submits the request for approval. The submitter also has the facility to cancel the request.

The following figure indicates the flow of the approval workflow process:



To implement the approval workflow process, you need to define the following:

- [Approval Workflow Group](#) on page 226
- [Approval Workflow Chain](#) on page 244
- [Approval Workflow Criteria](#) on page 255
- [Approval Workflow Group Chain Linkage](#) on page 254
- [Approval Workflow Settings](#) on page 261
- [Approval Workflow Reason](#) on page 265

For price list, product and price assignment, the approval workflow configuration is shipped with ORMB. The following groups are available in the system:

- **C1PRODUCT** – Contains the C1\_PRICEITEM\_BO business object
- **C1PRICELST** – Contains the C1\_F\_ADDPLBO business object
- **C1PRICEASG** – Contains the C1\_PRICECOMP and C1\_PRICEASGN\_BO business objects

After creating the approval workflow chains, you need to link these groups to the corresponding approval workflow chains. To setup the approval workflow process for price assignment, you need to do the following:

For Product	<ol style="list-style-type: none"> <li>1. If a <b>Determine BO</b> algorithm is not specified for the <b>C1_PRICEITEM</b> maintenance object, create a <b>Determine BO</b> algorithm using the <b>F1-MOBO</b> algorithm type and specify <b>C1_PRICEITEM_BO</b> as the business object on this algorithm.</li> <li>2. Attach this algorithm on the <b>Determine BO</b> algorithm spot of the <b>C1_PRICEITEM</b> MO.</li> <li>3. Link the <b>C1PRODUCT</b> group to the appropriate approval workflow chain.</li> <li>4. Activate the approval workflow for the <b>C1PRODUCT</b> group by setting the <b>Active</b> flag corresponding to the group in the <b>Approval Workflow Settings</b> screen to <b>Y</b>.</li> </ol>
-------------	---

For Price List	<ol style="list-style-type: none"> <li>1. If a <b>Determine BO</b> algorithm is not specified for the <b>C1_PRICELIST</b> maintenance object, create a <b>Determine BO</b> algorithm using the <b>F1-MOBO</b> algorithm type and specify <b>C1_F_ADDPLBO</b> as the business object on this algorithm.</li> <li>2. Attach this algorithm on the <b>Determine BO</b> algorithm spot of the <b>C1_PRICELIST</b> MO.</li> <li>3. Link the <b>C1PRICELST</b> group to the appropriate approval workflow chain.</li> <li>4. Activate the approval workflow for the <b>C1PRICELST</b> group by setting the <b>Active</b> flag corresponding to the group in the <b>Approval Workflow Settings</b> screen to <b>Y</b>.</li> </ol>
For Price Assignments	<ol style="list-style-type: none"> <li>1. If a <b>Determine BO</b> algorithm is not specified for the <b>C1_PRICECOMP</b> maintenance object, create a <b>Determine BO</b> algorithm using the <b>F1-MOBO</b> algorithm type and specify <b>C1_PRICECOMP</b> as the business object on this algorithm.</li> <li>2. Attach this algorithm on the <b>Determine BO</b> algorithm spot of the <b>C1_PRICECOMP</b> MO.</li> <li>3. If a <b>Determine BO</b> algorithm is not specified for the <b>C1_PRICEASGN</b> maintenance object, create a <b>Determine BO</b> algorithm using the <b>F1-MOBO</b> algorithm type and specify <b>C1_PRICEASGN_BO</b> as the business object on this algorithm.</li> <li>4. Attach this algorithm on the <b>Determine BO</b> algorithm spot of the <b>C1_PRICEASGN</b> MO.</li> <li>5. Link the <b>C1PRICEASG</b> group to the appropriate approval workflow chain.</li> <li>6. Activate the approval workflow for the <b>C1PRICEASG</b> group by setting the <b>Active</b> flag corresponding to the group in the <b>Approval Workflow Settings</b> screen to <b>Y</b>.</li> </ol>

Similarly, for invoicing group, the approval workflow configuration is shipped with ORMB. The following groups are available in the system:

- **C1IGADD**
- **C1IGUPD**

After creating the approval workflow chains, you need to link these groups to the corresponding approval workflow chains, and activate the approval workflow for these groups by setting the **Active** flag in the **Approval Workflow Settings** screen to **Y**.

## Prerequisites

---

You need to setup the following prerequisites to implement the approval workflow process:

- **Setup Feature Configuration for Approval Workflow** — If you create new Maintenance Objects (MOs) and want the access control for these MOs in the approval workflow transactions to be based on the access group and division, then you have to create a custom algorithm and attach it to the **Approval Transaction Entity Access Algorithms** option type of the **C1\_AXENTITY** feature configuration. Note that you will then have two access algorithms; one default algorithm (that is, **C1-APPTXN**) and another custom algorithm.
- **Create and Attach Determine BO Algorithm** — To use approval workflow for a business object, check the corresponding maintenance object to see if a **Determine BO** algorithm is already attached to it. If not, create a **Determine BO** algorithm using the **F1-MOBO** algorithm type, and specify the appropriate business object name on the newly created algorithm. Attach this algorithm on the **Determine BO** algorithm spot of the maintenance object.
- **Attach Audit Algorithm to Business Objects** — To use the approval workflow process for a business object, you need to attach the **C1-APPTXNBAS** algorithm on the **Audit** algorithm spot of the business object. Unless

you attach the audit algorithm to a business object, the approval workflow process will not be triggered for the respective business object. This step is only required when you are using the base panels. If you have created custom UI maps to enter or modify data for a specific business object, this step is not needed.

- **Attach Validation Algorithms to Business Objects** — The following algorithms are shipped with ORMB:

Business Object	Basic Validation Algorithm	Pending Transaction Validation Algorithm
C1-AppBOChain	C1-GRPCHNALG	C1-APPGRPCHL
C1-AppGrp	C1-GRPALG	C1-APPGROUPV
C1-ApprovalChainEligible	C1-ADMALG	C1-APGBYPORT
C1-ApprovalTransactionChain	C1-APCHALGO	C1-APCHNPEND

The basic validation algorithms are attached to the respective business objects, and then shipped with ORMB. However, the pending transaction validation algorithms are not attached to the respective business objects. If you want to restrict the users from either editing or deleting the approval workflow group, approval workflow settings, approval workflow chain, or the approval workflow group chain linkage when the respective approval workflow requests are in the **Pending**, **Work-in-Progress**, or **Rejected** state, then you must attach the pending transaction validation algorithm on the **Validation** algorithm spot of the respective business object.

- **Set Colors for Highlighting during Comparison** — While approving, rejecting, or cancelling approval workflow requests where the submitter action is Update (UPD), you will be able to compare the existing and new data. By default, any modifications are highlighted in the Yellow (9933FF) color and new additions are highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#) on page 393.
- **Create To Do Types** — You need to create the To Do types that you want to use in the approval workflow process. Once the To Do type is created, you need to link it to the required To Do roles so that users belonging to the To Do role can view and work on the To Do type.
- **Create To Do Roles** — You need to create the To Do roles that you want to use in the approval workflow process. Once the To Do role is created, you need to add the users whom you want to assign this role.

**Note:** User who is withdrawing the approval workflow request must be assigned to the To Do role to which the approver at the first level in the hierarchy is assigned. Otherwise, the user will not be able to withdraw the approval workflow request.

- **Create Input UI Map for an Approval Workflow Group** — The system provides you with the ability to automatically generate an Input UI map, and associate it with the approval workflow group. Alternatively, you can create an Input UI map manually, and attach it to the approval workflow group. For more information on how to create an Input UI map manually, see [Creating Input UI Map for an Approval Workflow Group](#) on page 394.
- **Create Display UI Map for an Approval Workflow Group** — The system provides you with the ability to automatically generate a Display UI map, and associate it with the approval workflow group. Alternatively, you can create a Display UI map manually, and attach it to the approval workflow group. For more information on how to create a Display UI map manually, see [Creating Display UI Map for an Approval Workflow Group](#) on page 396.

## Approve

---

The **Approve** screen allows you to search for the approval workflow requests that are pending in your workflow for approval. You can review the changes, and accordingly approve, reject, or cancel the request based on your observations.

**Note:** The system will not allow you to approve, reject, or cancel an approval workflow request that is created by you.

This screen consists of the following zones:

- [Search](#) on page 178
- [Log](#) on page 179

## Search

The **Search** zone allows you to search for the approval workflow requests that are pending in your workflow for approval. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Group	Used to search the approval workflow requests created for the business objects that belong to a particular approval workflow group.	No
Reference ID	Used to search the approval workflow requests created for the business object having the specified reference ID.	No
Division	Used to search the approval workflow requests that belong to a particular division. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
From Date	Used to search the approval workflow requests that are created from a particular date onwards.	No
To Date	Used to search the approval workflow requests that are created till a particular date.	No
Action	Used to search the approval workflow requests that are created for adding, updating, or deleting a business object.	No
Submitter ID	Used to search the approval workflow requests that are created by a particular submitter.	No
To Do Type	Used to search the approval workflow requests that are received using a particular To Do Type.	No
Transaction ID	Used to search the approval workflow request using the approval transaction ID. <b>Note:</b> The approval transaction ID is generated automatically when the approval workflow request is created.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the approval transaction ID. <b>Note:</b> The approval transaction ID is generated automatically when the approval workflow request is created.

Column Name	Column Description
Task	On clicking the <b>View</b> link, you can review the changes, and accordingly approve, reject, or cancel the request based on the observations.
Group	Displays the approval workflow group for which the approval workflow request is created.
Submitter ID	Indicates the submitter who has created the approval workflow request.
To Do Type	Displays the type of To Do (notification) received for the approval workflow request.
Action	Indicates the type of action, such as Add, Update (UPD), or Delete (DEL), performed by the submitter on a business object.
Division	Displays the division to which the approval workflow request belongs.
Submit Date	Displays the date and time when the approval workflow request was created by the submitter.
Reference ID 1	Displays the reference ID of the business object for which the approval workflow request is created.
Reference ID 2	Displays the reference ID of the business object for which the approval workflow request is created.
Reference ID 3	Displays the reference ID of the business object for which the approval workflow request is created.
Reference ID 4	Displays the reference ID of the business object for which the approval workflow request is created.

On clicking the **Broadcast** () icon corresponding to the approval workflow request, the **Log** zone appears.

### Related Topics

For more information on...	See...
How to approve a request	<a href="#">Approving a Request</a> on page 180
How to reject a request	<a href="#">Rejecting a Request</a> on page 181
How to cancel a request	<a href="#">Cancelling a Request</a> on page 182

## Log

The **Log** zone displays the complete trail of submitter and approver actions performed on the approval workflow request. This zone contains the following columns:

Column Name	Column Description
Date	Displays the date and time when the action was performed on the approval workflow request.
User	Indicates the user who has performed the action on the approval workflow request.
Status	Displays the status of the approval workflow request. The status can be Pending Approval, In Process, Approved, Rejected, Cancelled, or Deleted.
Sequence	Indicates the sequence in which the actions were performed on the approval workflow request.
View	On clicking the <b>View</b> link, you can view the details of the approval workflow request.
Reason	Displays the reason why the approval workflow request was rejected or cancelled.

Column Name	Column Description
Comment	Displays the additional details entered by the approver on rejecting or cancelling the approval workflow request.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

## Approving a Request

### Procedure

To approve a request:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

3. From the **Main Menu**, select **Approval Workflow Management** and then click **Approve**.

The **Approve** screen appears.

4. In the **Search** zone, enter the search criteria. For example, to view all the approval workflow requests created for adding a business object, select **Add** from the **Action** list.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

**Note:** The system provides you with a facility in case you want to view the log of an approval workflow request from the **Approve** screen before approving, rejecting, or cancelling a request. You can view the log of an approval workflow request by clicking the **Broadcast** (  ) icon corresponding to the request.

6. Click the **View** link in the **Task** column corresponding to the approval workflow request on which you want to take an action.

A screen appears where you can review the changes, and accordingly approve, reject, or cancel the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

**Note:** By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#) on page 393.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the approval workflow request.

7. Review the changes, and if they are accurate, then click **Accept Changes**.

A message appears indicating that the approval workflow request is sent to the approver at the next level in the hierarchy for approval. However, if you are the last approver in the hierarchy, a message appears indicating that the approval workflow request is approved successfully.

8. Click **OK**.

A To Do (notification) is sent to the approver at the next level in the hierarchy. You will no longer be able to view this request in your workflow for approval. In case you are the last approver in the hierarchy, the changes are committed to the database.

### Related Topics

For more information on...	See...
<b>Approve</b> screen	<a href="#">Approve</a> on page 177
<b>Search</b> zone	<a href="#">Search</a> on page 178
<b>Log</b> zone	<a href="#">Log</a> on page 179

## Rejecting a Request

### Procedure

To reject a request:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

3. From the **Main Menu**, select **Approval Workflow Management** and then click **Approve**.

The **Approve** screen appears.

4. In the **Search** zone, enter the search criteria. For example, to view all the approval workflow requests created by a submitter, enter the submitter ID in the respective field.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

**Note:** The system provides you with a facility in case you want to view the log of an approval workflow request from the **Approve** screen before approving, rejecting, or cancelling a request. You can view the log of an approval workflow request by clicking the **Broadcast** () icon corresponding to the request.

6. Click the **View** link in the **Task** column corresponding to the approval workflow request on which you want to take an action.

A screen appears where you can review the changes, and accordingly approve, reject, or cancel the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

**Note:** By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#) on page 393.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the approval workflow request.

7. Review the changes, and if they are not appropriate, then click **Return to Submitter**.

The **Rejection/Cancellation Reason** screen appears.

8. Select the reason for rejecting the approval workflow request, and enter the comments in the respective field.
9. Click **OK**.

The **Accept Changes** and the **Revert to Original** buttons are disabled.

10. Click **Return to Submitter**.

A To Do (notification) is sent to the submitter. You will no longer be able to view this request in your workflow for approval.

### Related Topics

For more information on...	See...
<b>Approve</b> screen	<a href="#">Approve</a> on page 177
<b>Search</b> zone	<a href="#">Search</a> on page 178
<b>Log</b> zone	<a href="#">Log</a> on page 179

## Cancelling a Request

### Procedure

To cancel a request:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Approval Workflow Management** and then click **Approve**.

The **Approve** screen appears.

4. In the **Search** zone, enter the search criteria. For example, to view all the approval workflow requests created on 11<sup>th</sup> October 2010, enter 10-11-2010 in the **From Date** and the **To Date** fields.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

**Note:** The system provides you with a facility in case you want to view the log of an approval workflow request from the **Approve** screen before approving, rejecting, or cancelling a request. You can view the log of an approval workflow request by clicking the **Broadcast** () icon corresponding to the request.

6. Click the **View** link in the **Task** column corresponding to the approval workflow request on which you want to take an action.

A screen appears where you can review the changes, and accordingly approve, reject, or cancel the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

**Note:** By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#) on page 393.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the approval workflow request.

- Review the changes, and if you want to cancel the request, then click **Revert to Original**.

The **Rejection/Cancellation Reason** screen appears.

- Select the reason for cancelling the approval workflow request, and enter the comments in the respective field.
- Click **OK**.

The **Accept Changes** and the **Return to Submitter** buttons are disabled.

- Click **Revert to Original**.

You will no longer be able to view this request in your workflow for approval.

### Related Topics

For more information on...	See...
Approve screen	<a href="#">Approve</a> on page 177
Search zone	<a href="#">Search</a> on page 178
Log zone	<a href="#">Log</a> on page 179

## Resolve

If an approver at any level in the hierarchy rejects a request, a notification is sent to the submitters having the To Do role to resolve. The submitter then makes the required corrections based on the approver's comments, and resubmits the changes for approval. In this case, the approval process starts once again from the beginning, and not from the level at which the request was rejected.

The **Resolve** screen allows you to resolve or withdraw a request. This screen consists of the following zones:

- [Search](#) on page 183
- [Log](#) on page 179

## Search

The **Search** zone allows you to search for the approval workflow requests rejected by approvers and pending for you to resolve. This zone contains the following two sections:

- Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Group	Used to search the approval workflow requests created for the business objects that belong to a particular approval workflow group.	No
Reference ID	Used to search the approval workflow requests created for the business object having the specified reference ID.	No

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to search the approval workflow requests that belong to a particular division. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
From Date	Used to search the approval workflow requests that are rejected from a particular date onwards.	No
To Date	Used to search the approval workflow requests that are rejected till a particular date.	No
Action	Used to search the approval workflow requests that are created for adding, updating, or deleting a business object.	No
Approver ID	Used to search the approval workflow requests that are rejected by a particular approver.	No
To Do Type	Used to search the approval workflow requests that are received using a particular To Do Type.	No
Transaction ID	Used to search the approval workflow request using the approval transaction ID. <b>Note:</b> The approval transaction ID is generated automatically when the approval workflow request is created.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the approval transaction ID. <b>Note:</b> The approval transaction ID is generated automatically when the approval workflow request is created.
To Do Type	Indicates the type of To Do (notification) received when the approval workflow request is rejected.
Group	Displays the approval workflow group for which the approval workflow request is created.
Action	Indicates the type of action, such as Add, Update (UPD), or Delete (DEL), performed by the submitter on a business object.
Approver ID	Indicates the approver who has rejected the approval workflow request.
Reject Date	Displays the date and time when the approval workflow request was rejected by the approver.
Division	Displays the division to which the approval workflow request belongs.
Reject Reason	Indicates the reason why the approval workflow request was rejected.
Reject Comment	Displays the additional details entered by the approver on rejecting the approval workflow request.

Column Name	Column Description
Resolve	On clicking the <b>Resolve</b> link, you can modify the details of the approval workflow request, and resubmit it for approval. On resubmitting, the approval workflow process starts once again from the first level in the hierarchy.
Withdraw	On clicking the <b>Withdraw</b> link, you can withdraw the approval workflow request. Once you withdraw the request, no further action will be taken on the request.
Reference ID 1	Displays the reference ID of the business object for which the approval workflow request is created.
Reference ID 2	Displays the reference ID of the business object for which the approval workflow request is created.
Reference ID 3	Displays the reference ID of the business object for which the approval workflow request is created.
Reference ID 4	Displays the reference ID of the business object for which the approval workflow request is created.

On clicking the **Broadcast** () icon corresponding to the approval workflow request, the **Log** zone appears.

### Related Topics

For more information on...	See...
How to resolve a request	<a href="#">Resolving a Request</a> on page 185
How to withdraw a request	<a href="#">Withdrawing a Request</a> on page 186

## Log

The **Log** zone displays the complete trail of submitter and approver actions performed on the approval workflow request. This zone contains the following columns:

Column Name	Column Description
Date	Displays the date and time when the action was performed on the approval workflow request.
User	Indicates the user who has performed the action on the approval workflow request.
Status	Displays the status of the approval workflow request. The status can be Pending Approval, In Process, Approved, Rejected, Cancelled, or Deleted.
Sequence	Indicates the sequence in which the actions were performed on the approval workflow request.
View	On clicking the <b>View</b> link, you can view the details of the approval workflow request.
Reason	Displays the reason why the approval workflow request was rejected or cancelled.
Comment	Displays the additional details entered by the approver on rejecting or cancelling the approval workflow request.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

## Resolving a Request

### Procedure

To resolve a request:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Approval Workflow Management** and then click **Resolve**.

The **Resolve** screen appears.

4. In the **Search** zone, enter the search criteria. For example, to search all the requests rejected on 10<sup>th</sup> January 2010, enter 01-10-2010 in the **From Date** and the **To Date** fields.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

**Note:** The system provides you with a facility in case you want to view the log of an approval workflow request from the **Resolve** screen before resolving or withdrawing a request. You can view the log of an approval workflow request by clicking the **Broadcast** (🔊) icon corresponding to the request.

6. Click the **Resolve** link in the **Resolve** column corresponding to the approval workflow request that you want to resolve.

A screen appears where you can review and make the changes.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to resolve the request, and resubmit it for approval.

**Note:** You cannot resolve an approval workflow request where the submitter action is Delete (DEL). In this case, you can only withdraw the request.

7. Make the required changes.
8. Click **Save**.

The approval workflow request is updated and resubmitted for approval.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
<b>Resolve</b> screen	<a href="#">Resolve</a> on page 183
<b>Search</b> zone	<a href="#">Search</a> on page 183
<b>Log</b> zone	<a href="#">Log</a> on page 179

## **Withdrawing a Request**

### **Procedure**

To withdraw a request:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

- From the **Main Menu**, select **Approval Workflow Management** and then click **Resolve**.

The **Resolve** screen appears.

- In the **Search** zone, enter the search criteria. For example, to search all the records added by you on 10<sup>th</sup> January 2010, select **Add** from the **Action** list, and enter 01-10-2010 in the **From Date** and the **To Date** fields.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Refresh**.

The search results appear.

**Note:** The system provides you with a facility in case you want to view the log of an approval workflow request from the **Resolve** screen before resolving or withdrawing a request. You can view the log of an approval workflow request by clicking the **Broadcast** (🔊) icon corresponding to the request.

- Click the **Withdraw** link in the **Withdraw** column corresponding to the approval workflow request that you want to withdraw.

A message box appears confirming whether you want to delete the approval workflow request.

- Click **OK**.

You will no longer be able to view this request in your workflow.

### Related Topics

For more information on...	See...
<b>Resolve</b> screen	<a href="#">Resolve</a> on page 183
<b>Search</b> zone	<a href="#">Search</a> on page 183
<b>Log</b> zone	<a href="#">Log</a> on page 179

## Modify

---

The submitter has the facility to modify or withdraw a request before the approver at the first level in the hierarchy approves or rejects the request. Once the changes are made, the submitter submits the request for approval.

The **Modify** screen allows you to modify or withdraw a request. This screen consists of the following zones:

- [Search](#) on page 187
- [Log](#) on page 179

## Search

The **Search** zone allows you to search for the approval workflow requests which are in the Pending Approval status. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Group	Used to search the approval workflow requests created for the business objects that belong to a particular approval workflow group.	No
Reference ID	Used to search the approval workflow requests created for the business object having the specified reference ID.	No
Division	Used to search the approval workflow requests that belong to a particular division.  <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Action	Used to search the approval workflow requests that are created for adding, updating, or deleting a business object.	No
From Date	Used to search the approval workflow requests that are created from a particular date onwards.	No
To Date	Used to search the approval workflow requests that are created till a particular date.	No
Transaction ID	Used to search the approval workflow request using the approval transaction ID.  <b>Note:</b> The approval transaction ID is generated automatically when the approval workflow request is created.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the approval transaction ID.  <b>Note:</b> The approval transaction ID is generated automatically when the approval workflow request is created.
Group	Displays the approval workflow group for which the approval workflow request is created.
Action	Indicates the type of action, such as Add, Update (UPD), or Delete (DEL), performed by the submitter on a business object.
Submit Date	Displays the date and time when the approval workflow request was created by the submitter.
Division	Displays the division to which the approval workflow request belongs.
Modify	On clicking the <b>Modify</b> link, you can review and modify the details of the approval workflow request.
Withdraw	On clicking the <b>Withdraw</b> link, you can withdraw the approval workflow request. Once you withdraw the request, no further action will be taken on the request.
Reference ID 1	Displays the reference ID of the business object for which the approval workflow request is created.

Column Name	Column Description
Reference ID 2	Displays the reference ID of the business object for which the approval workflow request is created.
Reference ID 3	Displays the reference ID of the business object for which the approval workflow request is created.
Reference ID 4	Displays the reference ID of the business object for which the approval workflow request is created.

On clicking the **Broadcast** (🔊) icon corresponding to the approval workflow request, the **Log** zone appears.

### **Related Topics**

For more information on...	See...
How to modify a request	<a href="#">Modifying a Request</a> on page 189
How to withdraw a request	<a href="#">Withdrawing a Request</a> on page 190

## **Log**

The **Log** zone displays the complete trail of submitter and approver actions performed on the approval workflow request. This zone contains the following columns:

Column Name	Column Description
Date	Displays the date and time when the action was performed on the approval workflow request.
User	Indicates the user who has performed the action on the approval workflow request.
Status	Displays the status of the approval workflow request. The status can be Pending Approval, In Process, Approved, Rejected, Cancelled, or Deleted.
Sequence	Indicates the sequence in which the actions were performed on the approval workflow request.
View	On clicking the <b>View</b> link, you can view the details of the approval workflow request.
Reason	Displays the reason why the approval workflow request was rejected or cancelled.
Comment	Displays the additional details entered by the approver on rejecting or cancelling the approval workflow request.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

## **Modifying a Request**

### **Procedure**

To modify a request:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Approval Workflow Management** and then click **Modify**.  
The **Modify** screen appears.

- In the **Search** zone, enter the search criteria. For example, to search all the records added by you on 10<sup>th</sup> January 2010, select **Add** from the **Action** list, and enter 01-10-2010 in the **From Date** and the **To Date** fields.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Refresh**.

The search results appear.

**Note:** The system provides you with a facility in case you want to view the log of an approval workflow request from the **Modify** screen before modifying or withdrawing a request. You can view the log of an approval workflow request by clicking the **Broadcast** (🔊) icon corresponding to the request.

- Click the **Modify** link in the **Modify** column corresponding to the approval workflow request that you want to modify.

A screen appears where you can review and make the changes.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to modify the details of the approval workflow request.

**Note:** You cannot modify an approval workflow request where the submitter action is Delete (DEL). In this case, you can only withdraw the request.

- Make the required changes.

- Click **Save**.

The approval workflow request is updated.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
<b>Modify</b> screen	<a href="#">Modify</a> on page 187
<b>Search</b> zone	<a href="#">Search</a> on page 187
<b>Log</b> zone	<a href="#">Log</a> on page 179

## **Withdrawing a Request**

### **Procedure**

To withdraw a request:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Main Menu** option from the list.
- From the **Main Menu**, select **Approval Workflow Management** and then click **Modify**.

The **Modify** screen appears.

- In the **Search** zone, enter the search criteria. For example, to search all the records added by you on 10<sup>th</sup> January 2010, select **Add** from the **Action** list, and enter 01-10-2010 in the **From Date** and the **To Date** fields.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

**Note:** The system provides you with a facility in case you want to view the log of an approval workflow request from the **Modify** screen before modifying or withdrawing a request. You can view the log of an approval workflow request by clicking the **Broadcast** (🔊) icon corresponding to the request.

6. Click the **Withdraw** link in the **Withdraw** column corresponding to the approval workflow request that you want to withdraw.

A message box appears confirming whether you want to delete the approval workflow request.

7. Click **OK**.

You will no longer be able to view this request in your workflow.

### **Related Topics**

For more information on...	See...
<b>Modify</b> screen	<a href="#">Modify</a> on page 187
<b>Search</b> zone	<a href="#">Search</a> on page 187
<b>Log</b> zone	<a href="#">Log</a> on page 179

## Logs

The **Logs** screen allows you to view the complete trail of submitter and approver actions performed on the approval workflow request. This screen consists of the following zones:

- [Search](#) on page 191
- [Log](#) on page 179

## Search

The **Search** zone allows you to search for the approval workflow requests whose log details you want to view. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Group	Used to search the approval workflow requests created for the business objects that belong to a particular approval workflow group.	No
Reference ID	Used to search the approval workflow requests created for the business object having the specified reference ID.	No

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to search the approval workflow requests that belong to a particular division.  <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
From Date	Used to search the approval workflow requests that are created from a particular date onwards.	No
To Date	Used to search the approval workflow requests that are created till a particular date.	No
Submitter ID	Used to search the approval workflow requests that are created by a particular submitter.	No
Approval Status	Used to search the approval workflow requests with the specified status.	No
To Do Type	Used to search the approval workflow requests that are received using a particular To Do Type.	No
Transaction ID	Used to search the approval workflow request using the approval transaction ID.  <b>Note:</b> The approval transaction ID is generated automatically when the approval workflow request is created.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the approval transaction ID.  <b>Note:</b> The approval transaction ID is generated automatically when the approval workflow request is created.
To Do Type	Displays the type of To Do (notification) received for the approval workflow request.
Group	Displays the approval workflow group for which the approval workflow request is created.
Action	Indicates the type of action, such as Add, Update (UPD), or Delete (DEL), performed by the submitter on a business object.
Submitter ID	Indicates the submitter who has created the approval workflow request.
Submit Date	Displays the date and time when the approval workflow request was created by the submitter.
Division	Displays the division to which the approval workflow request belongs.
Status	Indicates the status of the approval workflow request.
Reference ID 1	Displays the reference ID of the business object for which the approval workflow request is created.
Reference ID 2	Displays the reference ID of the business object for which the approval workflow request is created.

Column Name	Column Description
Reference ID 3	Displays the reference ID of the business object for which the approval workflow request is created.
Reference ID 4	Displays the reference ID of the business object for which the approval workflow request is created.

On clicking the **Broadcast** (  ) icon corresponding to the approval workflow request, the **Log** zone appears.

### Related Topics

For more information on...	See...
How to view the log of an approval workflow request	<a href="#">Viewing Log of an Approval Workflow Request</a> on page 193

## Log

The **Log** zone displays the complete trail of submitter and approver actions performed on the approval workflow request. This zone contains the following columns:

Column Name	Column Description
Date	Displays the date and time when the action was performed on the approval workflow request.
User	Indicates the user who has performed the action on the approval workflow request.
Status	Displays the status of the approval workflow request. The status can be Pending Approval, In Process, Approved, Rejected, Cancelled, or Deleted.
Sequence	Indicates the sequence in which the actions were performed on the approval workflow request.
View	On clicking the <b>View</b> link, you can view the details of the approval workflow request.
Reason	Displays the reason why the approval workflow request was rejected or cancelled.
Comment	Displays the additional details entered by the approver on rejecting or cancelling the approval workflow request.

You can change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

## Viewing Log of an Approval Workflow Request

### Procedure

To view the log of an approval workflow request:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Approval Workflow Management** and then click **Logs**.

The **Logs** screen appears.

4. In the **Search** zone, enter the search criteria. For example, to view the logs of all the approval workflow requests that are rejected, select **Rejected** from the **Approval Status** list.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields

except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the **Broadcast** (📢) icon corresponding to the approval workflow request whose log you want to view.

The **Log** zone appears.

7. Click the **View** link in the **View** column corresponding to the record to view the details of the approval workflow request at that stage in the approval process.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the approval workflow request.

### **Related Topics**

For more information on...	See...
<b>Logs</b> screen	<a href="#">Logs</a> on page 191
<b>Search</b> zone	<a href="#">Search</a> on page 191
<b>Log</b> zone	<a href="#">Log</a> on page 179

## Approve Price Assignment

---

The **Approve Price Assignment** screen allows you to search for the price assignment requests that are pending in your workflow for approval. You can review the changes, and accordingly approve, reject, or cancel the request based on your observations.

**Note:** The system will not allow you to approve, reject, or cancel a price assignment request that is created by you.

This screen consists of the following zones:

- [Search](#) on page 194
- [List of Price Assignments](#) on page 197

### Search

The **Search** zone allows you to search for the price assignment requests that are pending in your workflow for approval. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to search the price assignment requests created for customers that belong to a particular division.  <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No

Field Name	Field Description	Mandatory (Yes or No)
Customer Identifier Type	Used to select the identifier type based on which you want to search for price assignment requests of a customer.	Yes (Conditional) <b>Note:</b> If you enter the customer identifier as a search criteria, you have to select the customer identifier type.
Customer Identifier	Used to specify the ID linked to the customer.	Yes (Conditional) <b>Note:</b> If you specify the customer identifier type as a search criteria, you have to enter the customer identifier.
Division	Used to search the price assignment requests created for accounts that belong to a particular division. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Account ID	Used to search for price assignment requests created for an account.	No
Account Identifier Type	Used to specify the account identifier type of the account whose price assignment requests you want to search.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to specify the value of the account identifier type.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Price List Description	Used to search for price assignment requests created for a price list.	No
Submitter ID	Used to search for price assignment requests that are created by a particular submitter.	No
Transaction ID	Used to search the price assignment request using the approval transaction ID. <b>Note:</b> The approval transaction ID is generated automatically when the price assignment request is created.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Account ID	Displays the account ID. <b>Note:</b> This column appears only when you are searching for price assignment requests of an account.

Column Name	Column Description
Account Identifier Type	Displays the account identifier type. <b>Note:</b> This column appears only when you are searching for price assignment requests of an account.
Account Identifier	Displays the value of the account identifier type. <b>Note:</b> This column appears only when you are searching for price assignment requests of an account.
Price List	Displays the price list ID. <b>Note:</b> This column appears only when you are searching for price assignment requests of a price list.
Price List Description	Displays the description of the price list. <b>Note:</b> This column appears only when you are searching for price assignment requests of a price list.
Customer Identifier	Displays the ID linked to the customer. <b>Note:</b> This column appears only when you are searching for price assignment requests of a customer.
Customer Name	Displays the name of the customer. <b>Note:</b> This column appears only when you are searching for price assignment requests of a customer.
Division	Displays the division to which the account, customer, or the price list belongs.

On clicking the **Broadcast** (🔊) icon corresponding to the account, customer, or the price list, the **List of Price Assignments** zone appears.

### Related Topics

For more information on...	See...
How to approve price assignment request of an account	<a href="#">Approving Price Assignment Request of an Account</a> on page 198
How to approve price assignment request of a customer	<a href="#">Approving Price Assignment Request of a Customer</a> on page 199
How to approve price assignment request of a price list	<a href="#">Approving Price Assignment Request of a Price List</a> on page 200
How to reject price assignment request of an account	<a href="#">Rejecting Price Assignment Request of an Account</a> on page 201
How to reject price assignment request of a customer	<a href="#">Rejecting Price Assignment Request of a Customer</a> on page 203
How to reject price assignment request of a price list	<a href="#">Rejecting Price Assignment Request of a Price List</a> on page 204
How to cancel price assignment request of an account	<a href="#">Cancelling Price Assignment Request of an Account</a> on page 205

For more information on...	See...
How to cancel price assignment request of a customer	<a href="#">Cancelling Price Assignment Request of a Customer</a> on page 206
How to cancel price assignment request of a price list	<a href="#">Cancelling Price Assignment Request of a Price List</a> on page 207

## List of Price Assignments

The **List of Price Assignments** zone lists price assignment requests specific to an account, a customer, or a price list. This zone contains the following columns:

Column Name	Column Description
Select All	On selecting the check box corresponding to the <b>Select All</b> column, you can approve, reject, or cancel all the price assignment requests (displayed in the <b>List of Price Assignments</b> zone) at once. You can also select the check box corresponding to the price assignment request in case you want to approve, reject, or cancel one or more requests at once.
Transaction ID	Displays the approval transaction ID. <b>Note:</b> The approval transaction ID is generated automatically when the price assignment request is created.
Submitter ID	Indicates the submitter who has created the price assignment request.
Action	Indicates the type of action, such as Add, Update (UPD), or Delete (DEL), performed by the submitter during price assignment.
Submit Date	Displays the date and time when the price assignment request was created by the submitter.
To Do Type	Displays the type of To Do (notification) received for the price assignment request.
Product	Displays the product code.
Description	Displays the description of the product.
Pricing Currency	Displays the currency in which the pricing is defined.
Start Date	Displays the date from when the product pricing is effective.
End Date	Displays the date till when the product pricing is effective.
View Changes	On clicking the <b>View Change</b> link, you can view the details of the price assignment request.
View Log	On clicking the <b>View Log</b> link, you can view the log of the price assignment request from the <b>Approve Price Assignment</b> screen before approving, rejecting, or cancelling a request.

By default, the **List of Price Assignments** zone does not appear in the **Approve Price Assignment** screen. It appears only when you click the **Broadcast** (  ) icon corresponding to the account, customer, or the price list in the **Search** zone.

### Related Topics

For more information on...	See...
How to approve price assignment request of an account	<a href="#">Approving Price Assignment Request of an Account</a> on page 198
How to approve price assignment request of a customer	<a href="#">Approving Price Assignment Request of a Customer</a> on page 199

For more information on...	See...
How to approve price assignment request of a price list	<a href="#">Approving Price Assignment Request of a Price List</a> on page 200
How to reject price assignment request of an account	<a href="#">Rejecting Price Assignment Request of an Account</a> on page 201
How to reject price assignment request of a customer	<a href="#">Rejecting Price Assignment Request of a Customer</a> on page 203
How to reject price assignment request of a price list	<a href="#">Rejecting Price Assignment Request of a Price List</a> on page 204
How to cancel price assignment request of an account	<a href="#">Cancelling Price Assignment Request of an Account</a> on page 205
How to cancel price assignment request of a customer	<a href="#">Cancelling Price Assignment Request of a Customer</a> on page 206
How to cancel price assignment request of a price list	<a href="#">Cancelling Price Assignment Request of a Price List</a> on page 207

## Approving Price Assignment Request of an Account

### Procedure

To approve price assignment request of an account:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Approval Workflow Management** and then click **Approve Price Assignment**.

The **Approve Price Assignment** screen appears.

4. In the **Search** zone, enter the search criteria, such as the division to which the account belongs, account ID, or the account identifier.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.  
The search results appear.
6. Click the **Broadcast** (🔔) icon corresponding to the account whose price assignments you want to review for approval.

The **List of Price Assignments** zone appears.

7. Click the **View Change** link in the **View Changes** column corresponding to the price assignment request on which you want to take an action.

A screen appears where you can review the pricing details, tiering ranges, and the price assignment characteristics, and accordingly approve, reject, or cancel the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

**Note:** By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#) on page 393.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

- Review the pricing details, tiering ranges, and the price assignment characteristics, and if they are accurate, then click **Accept Changes**.

A message appears indicating that the price assignment request is sent to the approver at the next level in the hierarchy for approval. However, if you are the last approver in the hierarchy, a message appears indicating that the price assignment request is approved successfully.

- Click **OK**.

A To Do (notification) is sent to the approver at the next level in the hierarchy. You will no longer be able to view this request in your workflow for approval. In case you are the last approver in the hierarchy, the changes are committed to the database.

**Tip:** Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to approve, and then click **Accept Changes**.

### Related Topics

For more information on...	See...
<b>Approve Price Assignment</b> screen	<a href="#">Approve Price Assignment</a> on page 194
<b>Search</b> zone	<a href="#">Search</a> on page 194
<b>List of Price Assignments</b> zone	<a href="#">List of Price Assignments</a> on page 197

## Approving Price Assignment Request of a Customer

### Procedure

To approve price assignment request of a customer:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Main Menu** option from the list.
- From the **Main Menu**, select **Approval Workflow Management** and then click **Approve Price Assignment**.  
The **Approve Price Assignment** screen appears.
- In the **Search** zone, enter the search criteria, such as the division to which the customer belongs or the customer identification type and value.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Refresh**.

The search results appear.

## 6. Click the

**Broadcast** (📢) icon corresponding to the customer whose price assignments you want to review for approval.

The **List of Price Assignments** zone appears.

7. Click the **View Change** link in the **View Changes** column corresponding to the price assignment request on which you want to take an action.

A screen appears where you can review the pricing details, tiering ranges, and the price assignment characteristics, and accordingly approve, reject, or cancel the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

**Note:** By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#) on page 393.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

8. Review the pricing details, tiering ranges, and the price assignment characteristics, and if they are accurate, then click **Accept Changes**.

A message appears indicating that the price assignment request is sent to the approver at the next level in the hierarchy for approval. However, if you are the last approver in the hierarchy, a message appears indicating that the price assignment request is approved successfully.

9. Click **OK**.

A To Do (notification) is sent to the approver at the next level in the hierarchy. You will no longer be able to view this request in your workflow for approval. In case you are the last approver in the hierarchy, the changes are committed to the database.

**Tip:** Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to approve, and then click **Accept Changes**.

**Related Topics**

For more information on...	See...
<b>Approve Price Assignment</b> screen	<a href="#">Approve Price Assignment</a> on page 194
<b>Search</b> zone	<a href="#">Search</a> on page 194
<b>List of Price Assignments</b> zone	<a href="#">List of Price Assignments</a> on page 197

**Approving Price Assignment Request of a Price List****Procedure**

To approve price assignment request of a price list:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.3. From the **Main Menu**, select **Approval Workflow Management** and then click **Approve Price Assignment**.

The **Approve Price Assignment** screen appears.

4. In the **Search** zone, enter the search criteria, such as the description of the price list.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the

**Broadcast** (🔊) icon corresponding to the price list whose price assignments you want to review for approval.

The **List of Price Assignments** zone appears.

7. Click the **View Change** link in the **View Changes** column corresponding to the price assignment request on which you want to take an action.

A screen appears where you can review the pricing details, tiering ranges, and the price assignment characteristics, and accordingly approve, reject, or cancel the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

**Note:** By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#) on page 393.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

8. Review the pricing details, tiering ranges, and the price assignment characteristics, and if they are accurate, then click **Accept Changes**.

A message appears indicating that the price assignment request is sent to the approver at the next level in the hierarchy for approval. However, if you are the last approver in the hierarchy, a message appears indicating that the price assignment request is approved successfully.

9. Click **OK**.

A To Do (notification) is sent to the approver at the next level in the hierarchy. You will no longer be able to view this request in your workflow for approval. In case you are the last approver in the hierarchy, the changes are committed to the database.

**Tip:** Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to approve, and then click **Accept Changes**.

### Related Topics

For more information on...	See...
<b>Approve Price Assignment</b> screen	<a href="#">Approve Price Assignment</a> on page 194
<b>Search</b> zone	<a href="#">Search</a> on page 194
<b>List of Price Assignments</b> zone	<a href="#">List of Price Assignments</a> on page 197

## Rejecting Price Assignment Request of an Account

### Procedure

To reject price assignment request of an account:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Approval Workflow Management** and then click **Approve Price Assignment**.

The **Approve Price Assignment** screen appears.

4. In the **Search** zone, enter the search criteria, such as the division to which the account belongs, account ID, or the account identifier.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the

**Broadcast** (🔔) icon corresponding to the account whose price assignments you want to review for approval.

The **List of Price Assignments** zone appears.

7. Click the **View Change** link in the **View Changes** column corresponding to the price assignment request on which you want to take an action.

A screen appears where you can review the pricing details, tiering ranges, and the price assignment characteristics, and accordingly approve, reject, or cancel the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

**Note:** By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#) on page 393.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

8. Review the pricing details, tiering ranges, and the price assignment characteristics, and if they are not appropriate, then click **Return to Submitter**.

The **Rejection/Cancellation Reason** screen appears.

**Tip:** Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to reject, and then click **Return to Submitter**.

9. Select the reason for rejecting the price assignment request, and enter the comments in the respective field.

10. Click **OK**.

The **Accept Changes** and the **Revert to Original** buttons are disabled.

11. Click **Return to Submitter**.

A To Do (notification) is sent to the submitter. You will no longer be able to view this request in your workflow for approval.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
<b>Approve Price Assignment</b> screen	<a href="#">Approve Price Assignment</a> on page 194
<b>Search</b> zone	<a href="#">Search</a> on page 194

<b>For more information on...</b>	<b>See...</b>
<b>List of Price Assignments</b> zone	<i>List of Price Assignments</i> on page 197

## Rejecting Price Assignment Request of a Customer

### Procedure

To reject price assignment request of a customer:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

3. From the **Main Menu**, select **Approval Workflow Management** and then click **Approve Price Assignment**.

The **Approve Price Assignment** screen appears.

4. In the **Search** zone, enter the search criteria, such as the division to which the customer belongs or the customer identification type and value.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the

**Broadcast** (🔔) icon corresponding to the customer whose price assignments you want to review for approval.

The **List of Price Assignments** zone appears.

7. Click the **View Change** link in the **View Changes** column corresponding to the price assignment request on which you want to take an action.

A screen appears where you can review the pricing details, tiering ranges, and the price assignment characteristics, and accordingly approve, reject, or cancel the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

**Note:** By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see *Changing the Highlighting Colors* on page 393.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

8. Review the pricing details, tiering ranges, and the price assignment characteristics, and if they are not appropriate, then click **Return to Submitter**.

The **Rejection/Cancellation Reason** screen appears.

**Tip:** Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to reject, and then click **Return to Submitter**.

9. Select the reason for rejecting the price assignment request, and enter the comments in the respective field.

10. Click **OK**.

The **Accept Changes** and the **Revert to Original** buttons are disabled.

#### 11. Click **Return to Submitter**.

A To Do (notification) is sent to the submitter. You will no longer be able to view this request in your workflow for approval.

#### Related Topics

For more information on...	See...
<b>Approve Price Assignment</b> screen	<a href="#">Approve Price Assignment</a> on page 194
<b>Search</b> zone	<a href="#">Search</a> on page 194
<b>List of Price Assignments</b> zone	<a href="#">List of Price Assignments</a> on page 197

## Rejecting Price Assignment Request of a Price List

### Procedure

To reject price assignment request of a price list:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Approval Workflow Management** and then click **Approve Price Assignment**.

The **Approve Price Assignment** screen appears.

4. In the **Search** zone, enter the search criteria, such as the description of the price list.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the **Broadcast** (🔔) icon corresponding to the price list whose price assignments you want to review for approval.

The **List of Price Assignments** zone appears.

7. Click the **View Change** link in the **View Changes** column corresponding to the price assignment request on which you want to take an action.

A screen appears where you can review the pricing details, tiering ranges, and the price assignment characteristics, and accordingly approve, reject, or cancel the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

**Note:** By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#) on page 393.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

- Review the pricing details, tiering ranges, and the price assignment characteristics, and if they are not appropriate, then click **Return to Submitter**.

The **Rejection/Cancellation Reason** screen appears.

**Tip:** Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to reject, and then click **Return to Submitter**.

- Select the reason for rejecting the price assignment request, and enter the comments in the respective field.
- Click **OK**.

The **Accept Changes** and the **Revert to Original** buttons are disabled.

- Click **Return to Submitter**.

A To Do (notification) is sent to the submitter. You will no longer be able to view this request in your workflow for approval.

### Related Topics

For more information on...	See...
<b>Approve Price Assignment</b> screen	<a href="#">Approve Price Assignment</a> on page 194
<b>Search</b> zone	<a href="#">Search</a> on page 194
<b>List of Price Assignments</b> zone	<a href="#">List of Price Assignments</a> on page 197

## Cancelling Price Assignment Request of an Account

### Procedure

To cancel price assignment request of an account:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Main Menu** option from the list.
- From the **Main Menu**, select **Approval Workflow Management** and then click **Approve Price Assignment**.

The **Approve Price Assignment** screen appears.

- In the **Search** zone, enter the search criteria, such as the division to which the account belongs, account ID, or the account identifier.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Refresh**.

The search results appear.

- Click the **Broadcast** (🔔) icon corresponding to the account whose price assignments you want to review for approval.

The **List of Price Assignments** zone appears.

- Click the **View Change** link in the **View Changes** column corresponding to the price assignment request on which you want to take an action.

A screen appears where you can review the pricing details, tiering ranges, and the price assignment characteristics, and accordingly approve, reject, or cancel the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

**Note:** By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#) on page 393.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

- Review the pricing details, tiering ranges, and the price assignment characteristics, and if you want to cancel the request, then click **Revert to Original**.

The **Rejection/Cancellation Reason** screen appears.

**Tip:** Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to cancel, and then click **Revert to Original**.

- Select the reason for cancelling the price assignment request, and enter the comments in the respective field.
- Click **OK**.

The **Accept Changes** and the **Return to Submitter** buttons are disabled.

- Click **Revert to Original**.

You will no longer be able to view this request in your workflow for approval.

#### Related Topics

For more information on...	See...
<b>Approve Price Assignment</b> screen	<a href="#">Approve Price Assignment</a> on page 194
<b>Search</b> zone	<a href="#">Search</a> on page 194
<b>List of Price Assignments</b> zone	<a href="#">List of Price Assignments</a> on page 197

## Cancelling Price Assignment Request of a Customer

### Procedure

To cancel price assignment request of a customer:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Main Menu** option from the list.
- From the **Main Menu**, select **Approval Workflow Management** and then click **Approve Price Assignment**.

The **Approve Price Assignment** screen appears.

- In the **Search** zone, enter the search criteria, such as the division to which the customer belongs or the customer identification type and value.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the

**Broadcast** (🔊) icon corresponding to the customer whose price assignments you want to review for approval.

The **List of Price Assignments** zone appears.

7. Click the **View Change** link in the **View Changes** column corresponding to the price assignment request on which you want to take an action.

A screen appears where you can review the pricing details, tiering ranges, and the price assignment characteristics, and accordingly approve, reject, or cancel the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

**Note:** By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#) on page 393.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

8. Review the pricing details, tiering ranges, and the price assignment characteristics, and if you want to cancel the request, then click **Revert to Original**.

The **Rejection/Cancellation Reason** screen appears.

**Tip:** Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to cancel, and then click **Revert to Original**.

9. Select the reason for cancelling the price assignment request, and enter the comments in the respective field.

10. Click **OK**.

The **Accept Changes** and the **Return to Submitter** buttons are disabled.

11. Click **Revert to Original**.

You will no longer be able to view this request in your workflow for approval.

### Related Topics

For more information on...	See...
<b>Approve Price Assignment</b> screen	<a href="#">Approve Price Assignment</a> on page 194
<b>Search</b> zone	<a href="#">Search</a> on page 194
<b>List of Price Assignments</b> zone	<a href="#">List of Price Assignments</a> on page 197

## Cancelling Price Assignment Request of a Price List

### Procedure

To cancel price assignment request of a price list:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

3. From the **Main Menu**, select **Approval Workflow Management** and then click **Approve Price Assignment**.

The **Approve Price Assignment** screen appears.

4. In the **Search** zone, enter the search criteria, such as the description of the price list.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the

**Broadcast** (📢) icon corresponding to the price list whose price assignments you want to review for approval.

The **List of Price Assignments** zone appears.

7. Click the **View Change** link in the **View Changes** column corresponding to the price assignment request on which you want to take an action.

A screen appears where you can review the pricing details, tiering ranges, and the price assignment characteristics, and accordingly approve, reject, or cancel the request based on your observations. In case where the submitter action is Update (UPD), you will be able to compare the existing and new data, and accordingly take an action.

**Note:** By default, any modifications will be highlighted in the Yellow (9933FF) color and new additions will be highlighted in the Purple (FFFF66) color. You can easily change these default colors. For more information on how to set the colors used for highlighting, see [Changing the Highlighting Colors](#) on page 393.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to view the details of the price assignment request.

8. Review the pricing details, tiering ranges, and the price assignment characteristics, and if you want to cancel the request, then click **Revert to Original**.

The **Rejection/Cancellation Reason** screen appears.

**Tip:** Alternatively, in the **List of Price Assignments** zone, you can select the check box corresponding to the price assignment request that you want to cancel, and then click **Revert to Original**.

9. Select the reason for cancelling the price assignment request, and enter the comments in the respective field.

10. Click **OK**.

The **Accept Changes** and the **Return to Submitter** buttons are disabled.

11. Click **Revert to Original**.

You will no longer be able to view this request in your workflow for approval.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
<b>Approve Price Assignment</b> screen	<a href="#">Approve Price Assignment</a> on page 194
<b>Search</b> zone	<a href="#">Search</a> on page 194
<b>List of Price Assignments</b> zone	<a href="#">List of Price Assignments</a> on page 197

## Modify Price Assignment

The submitter has the facility to modify or withdraw a price assignment request before the approver at the first level in the hierarchy approves or rejects the request. Once the changes are made, the submitter submits the request for approval.

The **Modify Price Assignment** screen allows you to modify or withdraw a price assignment request. This screen consists of the following zones:

- [Search](#) on page 209
- [List of Price Assignments](#) on page 211

### Search

The **Search** zone allows you to search for the price assignment requests which are in the Pending Approval status. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to search the price assignment requests created for customers that belong to a particular division. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Customer Identifier Type	Used to select the identifier type based on which you want to search for price assignment requests of a customer.	Yes (Conditional) <b>Note:</b> If you enter the customer identifier as a search criteria, you have to select the customer identifier type.
Customer Identifier	Used to specify the ID linked to the customer.	Yes (Conditional) <b>Note:</b> If you specify the customer identifier type as a search criteria, you have to enter the customer identifier.
Division	Used to search the price assignment requests created for accounts that belong to a particular division. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Account ID	Used to search for price assignment requests created for an account.	No
Account Identifier Type	Used to specify the account identifier type of the account whose price assignment requests you want to search.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier	Used to specify the value of the account identifier type.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Price List Description	Used to search for price assignment requests created for a price list.	No
Submitter ID	Used to search for price assignment requests that are created by a particular submitter.	No
Transaction ID	Used to search the price assignment request using the approval transaction ID. <b>Note:</b> The approval transaction ID is generated automatically when the price assignment request is created.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Account ID	Displays the account ID. <b>Note:</b> This column appears only when you are searching for price assignment requests of an account.
Account Identifier Type	Displays the account identifier type. <b>Note:</b> This column appears only when you are searching for price assignment requests of an account.
Account Identifier	Displays the value of the account identifier type. <b>Note:</b> This column appears only when you are searching for price assignment requests of an account.
Price List	Displays the price list ID. <b>Note:</b> This column appears only when you are searching for price assignment requests of a price list.
Price List Description	Displays the description of the price list. <b>Note:</b> This column appears only when you are searching for price assignment requests of a price list.
Customer Identifier	Displays the ID linked to the customer. <b>Note:</b> This column appears only when you are searching for price assignment requests of a customer.
Customer Name	Displays the name of the customer. <b>Note:</b> This column appears only when you are searching for price assignment requests of a customer.
Division	Displays the division to which the account, customer, or the price list belongs.

On clicking the **Broadcast** (📢) icon corresponding to the account, customer, or the price list, the **List of Price Assignments** zone appears.

### Related Topics

For more information on...	See...
How to modify price assignment request of an account	<a href="#">Modifying Price Assignment Request of an Account</a> on page 212
How to modify price assignment request of a customer	<a href="#">Modifying Price Assignment Request of a Customer</a> on page 213
How to modify price assignment request of a price list	<a href="#">Modifying Price Assignment Request of a Price List</a> on page 214
How to withdraw price assignment request of an account	<a href="#">Withdrawing Price Assignment Request of an Account</a> on page 215
How to withdraw price assignment request of a customer	<a href="#">Withdrawing Price Assignment Request of a Customer</a> on page 216
How to withdraw price assignment request of a price list	<a href="#">Withdrawing Price Assignment Request of a Price List</a> on page 216

## List of Price Assignments

The **List of Price Assignments** zone lists price assignment requests specific to an account, a customer, or a price list. This zone contains the following columns:

Column Name	Column Description
Transaction ID	Displays the approval transaction ID. <b>Note:</b> The approval transaction ID is generated automatically when the price assignment request is created.
Submitter ID	Indicates the submitter who has created the price assignment request.
Action	Indicates the type of action, such as Add, Update (UPD), or Delete (DEL), performed by the submitter during price assignment.
Submit Date	Displays the date and time when the price assignment request was created by the submitter.
To Do Type	Displays the type of To Do (notification) received for the price assignment request.
Product	Displays the product code.
Description	Displays the description of the product.
Pricing Currency	Displays the currency in which the pricing is defined.
Start Date	Displays the date from when the product pricing is effective.
End Date	Displays the date till when the product pricing is effective.
Modify	On clicking the <b>Modify</b> link, you can review and modify the details of the price assignment request.
Withdraw	On clicking the <b>Withdraw</b> link, you can withdraw the price assignment request. Once you withdraw the request, no further action will be taken on the request.

Column Name	Column Description
View Log	On clicking the <b>View Log</b> link, you can view the log of the price assignment request from the <b>Modify Price Assignment</b> screen before modifying or withdrawing a request.

By default, the **List of Price Assignments** zone does not appear in the **Modify Price Assignment** screen. It appears only when you click the **Broadcast** (📢) icon corresponding to the account, customer, or the price list in the **Search** zone.

### **Related Topics**

For more information on...	See...
How to modify price assignment request of an account	<a href="#">Modifying Price Assignment Request of an Account</a> on page 212
How to modify price assignment request of a customer	<a href="#">Modifying Price Assignment Request of a Customer</a> on page 213
How to modify price assignment request of a price list	<a href="#">Modifying Price Assignment Request of a Price List</a> on page 214
How to withdraw price assignment request of an account	<a href="#">Withdrawing Price Assignment Request of an Account</a> on page 215
How to withdraw price assignment request of a customer	<a href="#">Withdrawing Price Assignment Request of a Customer</a> on page 216
How to withdraw price assignment request of a price list	<a href="#">Withdrawing Price Assignment Request of a Price List</a> on page 216

## **Modifying Price Assignment Request of an Account**

### **Procedure**

To modify price assignment request of an account:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Approval Workflow Management** and then click **Modify Price Assignment**.  
The **Modify Price Assignment** screen appears.

4. In the **Search** zone, enter the search criteria, such as the division to which the account belongs, account ID, or the account identifier.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.  
The search results appear.
6. Click the **Broadcast** (📢) icon corresponding to the account whose price assignment requests you want to modify.  
The **List of Price Assignments** zone appears.

- Click the **Modify** link in the **Modify** column corresponding to the price assignment request that you want to *modify*.

A screen appears where you can modify the pricing details, tiering ranges, and the price assignment characteristics.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to modify the details of the price assignment request.

- Make the required changes.
- Click **Save**.

The price assignment request is updated.

### Related Topics

For more information on...	See...
<b>Modify Price Assignment</b> screen	<a href="#">Modify Price Assignment</a> on page 209
<b>Search</b> zone	<a href="#">Search</a> on page 209
<b>List of Price Assignments</b> zone	<a href="#">List of Price Assignments</a> on page 211

## Modifying Price Assignment Request of a Customer

### Procedure

To modify price assignment request of a customer:

- Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

- Select the **Main Menu** option from the list.
- From the **Main Menu**, select **Approval Workflow Management** and then click **Modify Price Assignment**.

The **Modify Price Assignment** screen appears.

- In the **Search** zone, enter the search criteria, such as the division to which the customer belongs or the customer identification type and value.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Refresh**.

The search results appear.

- Click the

**Broadcast** (🔔) icon corresponding to the customer whose price assignment requests you want to modify.

The **List of Price Assignments** zone appears.

- Click the **Modify** link in the **Modify** column corresponding to the price assignment request that you want to *modify*.

A screen appears where you can modify the pricing details, tiering ranges, and the price assignment characteristics.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to modify the details of the price assignment request.

8. Make the required changes.
9. Click **Save**.

The price assignment request is updated.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
<b>Modify Price Assignment</b> screen	<a href="#">Modify Price Assignment</a> on page 209
<b>Search</b> zone	<a href="#">Search</a> on page 209
<b>List of Price Assignments</b> zone	<a href="#">List of Price Assignments</a> on page 211

## **Modifying Price Assignment Request of a Price List**

### **Procedure**

To modify price assignment request of a price list:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Approval Workflow Management** and then click **Modify Price Assignment**.

The **Modify Price Assignment** screen appears.

4. In the **Search** zone, enter the search criteria, such as the description of the price list.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the **Broadcast** (🔊) icon corresponding to the price list whose price assignment requests you want to modify.

The **List of Price Assignments** zone appears.

7. Click the **Modify** link in the **Modify** column corresponding to the price assignment request that you want to modify.

A screen appears where you can modify the pricing details, tiering ranges, and the price assignment characteristics.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to modify the details of the price assignment request.

8. Make the required changes.
9. Click **Save**.

The price assignment request is updated.

### **Related Topics**

For more information on...	See...
<b>Modify Price Assignment</b> screen	<i>Modify Price Assignment</i> on page 209
<b>Search</b> zone	<i>Search</i> on page 209
<b>List of Price Assignments</b> zone	<i>List of Price Assignments</i> on page 211

## Withdrawing Price Assignment Request of an Account

### Procedure

To withdraw price assignment request of an account:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. Do the following:

If you want to	Then
Withdraw a price assignment request when it is in the Pending Approval status	From the <b>Main Menu</b> , select <b>Approval Workflow Management</b> and then click <b>Modify Price Assignment</b> . The <b>Modify Price Assignment</b> screen appears.
Withdraw a price assignment request when it has been rejected by an approver at any level in the hierarchy	From the <b>Main Menu</b> , select <b>Approval Workflow Management</b> and then click <b>Resolve Price Assignment</b> . The <b>Resolve Price Assignment</b> screen appears.

4. In the **Search** zone, enter the search criteria, such as the division to which the account belongs, account ID, or the account identifier.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the

**Broadcast** (📢) icon corresponding to the account whose price assignment requests you want to withdraw.

The **List of Price Assignments** zone appears.

**Note:** The system provides you with a facility in case you want to view the log of a price assignment request from the **Modify Price Assignment** and the **Resolve Price Assignment** screens before withdrawing a request.

7. Click the **Withdraw** link in the **Withdraw** column corresponding to the price assignment request that you want to withdraw.

A message box appears confirming whether you want to delete the price assignment request.

8. Click **OK**.

You will no longer be able to view this request in your workflow.

## Withdrawing Price Assignment Request of a Customer

### Procedure

To withdraw price assignment request of a customer:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. Do the following:

If you want to	Then
Withdraw a price assignment request when it is in the Pending Approval status	From the <b>Main Menu</b> , select <b>Approval Workflow Management</b> and then click <b>Modify Price Assignment</b> . The <b>Modify Price Assignment</b> screen appears.
Withdraw a price assignment request when it has been rejected by an approver at any level in the hierarchy	From the <b>Main Menu</b> , select <b>Approval Workflow Management</b> and then click <b>Resolve Price Assignment</b> . The <b>Resolve Price Assignment</b> screen appears.

4. In the **Search** zone, enter the search criteria, such as the division to which the customer belongs or the customer identification type and value.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the

**Broadcast** (🔔) icon corresponding to the customer whose price assignment requests you want to withdraw.

The **List of Price Assignments** zone appears.

**Note:** The system provides you with a facility in case you want to view the log of a price assignment request from the **Modify Price Assignment** and the **Resolve Price Assignment** screens before withdrawing a request.

7. Click the **Withdraw** link in the **Withdraw** column corresponding to the price assignment request that you want to withdraw.

A message box appears confirming whether you want to delete the price assignment request.

8. Click **OK**.

You will no longer be able to view this request in your workflow.

## Withdrawing Price Assignment Request of a Price List

**Procedure**

To withdraw price assignment request of a price list:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

3. Do the following:

If you want to	Then
Withdraw a price assignment request when it is in the Pending Approval status	From the <b>Main Menu</b> , select <b>Approval Workflow Management</b> and then click <b>Modify Price Assignment</b> . The <b>Modify Price Assignment</b> screen appears.
Withdraw a price assignment request when it has been rejected by an approver at any level in the hierarchy	From the <b>Main Menu</b> , select <b>Approval Workflow Management</b> and then click <b>Resolve Price Assignment</b> . The <b>Resolve Price Assignment</b> screen appears.

4. In the **Search** zone, enter the search criteria, such as the description of the price list.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the

**Broadcast** (  ) icon corresponding to the price list whose price assignment requests you want to withdraw.

The **List of Price Assignments** zone appears.

**Note:** The system provides you with a facility in case you want to view the log of a price assignment request from the **Modify Price Assignment** and the **Resolve Price Assignment** screens before withdrawing a request.

7. Click the **Withdraw** link in the **Withdraw** column corresponding to the price assignment request that you want to withdraw.

A message box appears confirming whether you want to delete the price assignment request.

8. Click **OK**.

You will no longer be able to view this request in your workflow.

## Resolve Price Assignment

---

If an approver at any level in the hierarchy rejects a price assignment request, a notification is sent to the submitter who has made the changes. The submitter then makes the required corrections based on the approver’s comments, and resubmits the changes for approval. In this case, the approval process starts once again from the beginning, and not from the level at which the request was rejected.

The **Resolve Price Assignment** screen allows you to resolve or withdraw a price assignment request. This screen consists of the following zones:

- [Search](#) on page 218
- [List of Price Assignments](#) on page 220

## Search

The **Search** zone allows you to search for the price assignment requests rejected by approvers and pending for you to resolve. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to search the price assignment requests created for customers that belong to a particular division. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Customer Identifier Type	Used to select the identifier type based on which you want to search for price assignment requests of a customer.	Yes (Conditional) <b>Note:</b> If you enter the customer identifier as a search criteria, you have to select the customer identifier type.
Customer Identifier	Used to specify the ID linked to the customer.	Yes (Conditional) <b>Note:</b> If you specify the customer identifier type as a search criteria, you have to enter the customer identifier.
Division	Used to search the price assignment requests created for accounts that belong to a particular division. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Account ID	Used to search for price assignment requests created for an account.	No
Account Identifier Type	Used to specify the account identifier type of the account whose price assignment requests you want to search.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to specify the value of the account identifier type.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Price List Description	Used to search for price assignment requests created for a price list.	No

Field Name	Field Description	Mandatory (Yes or No)
Submitter ID	Used to search for price assignment requests that are created by a particular submitter.	No
Transaction ID	Used to search the price assignment request using the approval transaction ID. <b>Note:</b> The approval transaction ID is generated automatically when the price assignment request is created.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Account ID	Displays the account ID. <b>Note:</b> This column appears only when you are searching for price assignment requests of an account.
Account Identifier Type	Displays the account identifier type. <b>Note:</b> This column appears only when you are searching for price assignment requests of an account.
Account Identifier	Displays the value of the account identifier type. <b>Note:</b> This column appears only when you are searching for price assignment requests of an account.
Price List	Displays the price list ID. <b>Note:</b> This column appears only when you are searching for price assignment requests of a price list.
Price List Description	Displays the description of the price list. <b>Note:</b> This column appears only when you are searching for price assignment requests of a price list.
Customer Identifier	Displays the ID linked to the customer. <b>Note:</b> This column appears only when you are searching for price assignment requests of a customer.
Customer Name	Displays the name of the customer. <b>Note:</b> This column appears only when you are searching for price assignment requests of a customer.
Division	Displays the division to which the account, customer, or the price list belongs.

On clicking the **Broadcast** (🔊) icon corresponding to the account, customer, or the price list, the **List of Price Assignments** zone appears.

### Related Topics

For more information on...	See...
How to resolve price assignment request of an account	<a href="#">Resolving Price Assignment Request of an Account</a> on page 221

For more information on...	See...
How to resolve price assignment request of a customer	<a href="#">Resolving Price Assignment Request of a Customer</a> on page 222
How to resolve price assignment request of a price list	<a href="#">Resolving Price Assignment Request of a Price List</a> on page 223
How to withdraw price assignment request of an account	<a href="#">Withdrawing Price Assignment Request of an Account</a> on page 215
How to withdraw price assignment request of a customer	<a href="#">Withdrawing Price Assignment Request of a Customer</a> on page 216
How to withdraw price assignment request of a price list	<a href="#">Withdrawing Price Assignment Request of a Price List</a> on page 216

## List of Price Assignments

The **List of Price Assignments** zone lists price assignment requests specific to an account, a customer, or a price list. This zone contains the following columns:

Column Name	Column Description
Transaction ID	Displays the approval transaction ID. <b>Note:</b> The approval transaction ID is generated automatically when the price assignment request is created.
Submitter ID	Indicates the submitter who has created the price assignment request.
Action	Indicates the type of action, such as Add, Update (UPD), or Delete (DEL), performed by the submitter during price assignment.
Submit Date	Displays the date and time when the price assignment request was created by the submitter.
To Do Type	Displays the type of To Do (notification) received for the price assignment request.
Product	Displays the product code.
Description	Displays the description of the product.
Pricing Currency	Displays the currency in which the pricing is defined.
Start Date	Displays the date from when the product pricing is effective.
End Date	Displays the date till when the product pricing is effective.
Approver ID	Indicates the approver who has rejected the price assignment request.
Reject Date	Displays the date and time when the price assignment request was rejected by the approver.
Reject Reason	Indicates the reason why the price assignment request was rejected.
Reject Comment	Displays the additional details entered by the approver on rejecting the price assignment request.
Resolve	On clicking the <b>Resolve</b> link, you can modify the details of the price assignment request, and resubmit it for approval. On resubmitting, the approval workflow process starts once again from the first level in the hierarchy.
Withdraw	On clicking the <b>Withdraw</b> link, you can withdraw the price assignment request. Once you withdraw the request, no further action will be taken on the request.
View Log	On clicking the <b>View Log</b> link, you can view the log of the price assignment request from the <b>Resolve Price Assignment</b> screen before resolving or withdrawing a request.

By default, the **List of Price Assignments** zone does not appear in the **Resolve Price Assignment** screen. It appears only when you click the **Broadcast** (🔊) icon corresponding to the account, customer, or the price list in the **Search** zone.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
How to resolve price assignment request of an account	<a href="#">Resolving Price Assignment Request of an Account</a> on page 221
How to resolve price assignment request of a customer	<a href="#">Resolving Price Assignment Request of a Customer</a> on page 222
How to resolve price assignment request of a price list	<a href="#">Resolving Price Assignment Request of a Price List</a> on page 223
How to withdraw price assignment request of an account	<a href="#">Withdrawing Price Assignment Request of an Account</a> on page 215
How to withdraw price assignment request of a customer	<a href="#">Withdrawing Price Assignment Request of a Customer</a> on page 216
How to withdraw price assignment request of a price list	<a href="#">Withdrawing Price Assignment Request of a Price List</a> on page 216

## **Resolving Price Assignment Request of an Account**

### **Procedure**

To resolve price assignment request of an account:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Approval Workflow Management** and then click **Resolve Price Assignment**.

The **Resolve Price Assignment** screen appears.

4. In the **Search** zone, enter the search criteria, such as the division to which the account belongs, account ID, or the account identifier.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.  
The search results appear.
6. Click the **Broadcast** (🔊) icon corresponding to the account whose price assignment requests you want to resolve.  
The **List of Price Assignments** zone appears.

7. Click the **Resolve** link in the **Resolve** column corresponding to the price assignment request that you want to resolve.

A screen appears where you can modify the pricing details, tiering ranges, and the price assignment characteristics.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to resolve the request, and resubmit it for approval.

8. Make the required changes.
9. Click **Save**.

The price assignment request is updated and resubmitted for approval.

### Related Topics

For more information on...	See...
<b>Resolve Price Assignment</b> screen	<a href="#">Resolve Price Assignment</a> on page 217
<b>Search</b> zone	<a href="#">Search</a> on page 218
<b>List of Price Assignments</b> zone	<a href="#">List of Price Assignments</a> on page 220

## Resolving Price Assignment Request of a Customer

### Procedure

To resolve price assignment request of a customer:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Approval Workflow Management** and then click **Resolve Price Assignment**.

The **Resolve Price Assignment** screen appears.

4. In the **Search** zone, enter the search criteria, such as the division to which the customer belongs or the customer identification type and value.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the **Broadcast** (🔔) icon corresponding to the customer whose price assignment requests you want to resolve.

The **List of Price Assignments** zone appears.

7. Click the **Resolve** link in the **Resolve** column corresponding to the price assignment request that you want to resolve.

A screen appears where you can modify the pricing details, tiering ranges, and the price assignment characteristics.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to resolve the request, and resubmit it for approval.

8. Make the required changes.
9. Click **Save**.

The price assignment request is updated and resubmitted for approval.

### Related Topics

For more information on...	See...
<b>Resolve Price Assignment</b> screen	<a href="#">Resolve Price Assignment</a> on page 217
<b>Search</b> zone	<a href="#">Search</a> on page 218
<b>List of Price Assignments</b> zone	<a href="#">List of Price Assignments</a> on page 220

## Resolving Price Assignment Request of a Price List

### Procedure

To resolve price assignment request of a price list:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Approval Workflow Management** and then click **Resolve Price Assignment**.

The **Resolve Price Assignment** screen appears.

4. In the **Search** zone, enter the search criteria, such as the description of the price list.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the **Broadcast** (🔊) icon corresponding to the price list whose price assignment requests you want to resolve.

The **List of Price Assignments** zone appears.

7. Click the **Resolve** link in the **Resolve** column corresponding to the price assignment request that you want to resolve.

A screen appears where you can modify the pricing details, tiering ranges, and the price assignment characteristics.

**Note:** Only those users who have access to the application services for each business object within the approval workflow group will be able to resolve the request, and resubmit it for approval.

8. Make the required changes.
9. Click **Save**.

The price assignment request is updated and resubmitted for approval.

### Related Topics

For more information on...	See...
<b>Resolve Price Assignment</b> screen	<a href="#">Resolve Price Assignment</a> on page 217

<b>For more information on...</b>	<b>See...</b>
<b>Search zone</b>	<i>Search</i> on page 218
<b>List of Price Assignments zone</b>	<i>List of Price Assignments</i> on page 220

## Withdrawing Price Assignment Request of an Account

### **Procedure**

To withdraw price assignment request of an account:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. Do the following:

<b>If you want to</b>	<b>Then</b>
Withdraw a price assignment request when it is in the Pending Approval status	From the <b>Main Menu</b> , select <b>Approval Workflow Management</b> and then click <b>Modify Price Assignment</b> . The <b>Modify Price Assignment</b> screen appears.
Withdraw a price assignment request when it has been rejected by an approver at any level in the hierarchy	From the <b>Main Menu</b> , select <b>Approval Workflow Management</b> and then click <b>Resolve Price Assignment</b> . The <b>Resolve Price Assignment</b> screen appears.

4. In the **Search** zone, enter the search criteria, such as the division to which the account belongs, account ID, or the account identifier.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the

**Broadcast** (🔔) icon corresponding to the account whose price assignment requests you want to withdraw.

The **List of Price Assignments** zone appears.

**Note:** The system provides you with a facility in case you want to view the log of a price assignment request from the **Modify Price Assignment** and the **Resolve Price Assignment** screens before withdrawing a request.

7. Click the **Withdraw** link in the **Withdraw** column corresponding to the price assignment request that you want to withdraw.

A message box appears confirming whether you want to delete the price assignment request.

8. Click **OK**.

You will no longer be able to view this request in your workflow.

## Withdrawing Price Assignment Request of a Customer

### Procedure

To withdraw price assignment request of a customer:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. Do the following:

If you want to	Then
Withdraw a price assignment request when it is in the Pending Approval status	From the <b>Main Menu</b> , select <b>Approval Workflow Management</b> and then click <b>Modify Price Assignment</b> . The <b>Modify Price Assignment</b> screen appears.
Withdraw a price assignment request when it has been rejected by an approver at any level in the hierarchy	From the <b>Main Menu</b> , select <b>Approval Workflow Management</b> and then click <b>Resolve Price Assignment</b> . The <b>Resolve Price Assignment</b> screen appears.

4. In the **Search** zone, enter the search criteria, such as the division to which the customer belongs or the customer identification type and value.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the

**Broadcast** (🔔) icon corresponding to the customer whose price assignment requests you want to withdraw.

The **List of Price Assignments** zone appears.

**Note:** The system provides you with a facility in case you want to view the log of a price assignment request from the **Modify Price Assignment** and the **Resolve Price Assignment** screens before withdrawing a request.

7. Click the **Withdraw** link in the **Withdraw** column corresponding to the price assignment request that you want to withdraw.

A message box appears confirming whether you want to delete the price assignment request.

8. Click **OK**.

You will no longer be able to view this request in your workflow.

## Withdrawing Price Assignment Request of a Price List

### Procedure

To withdraw price assignment request of a price list:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

3. Do the following:

If you want to	Then
Withdraw a price assignment request when it is in the Pending Approval status	From the <b>Main Menu</b> , select <b>Approval Workflow Management</b> and then click <b>Modify Price Assignment</b> . The <b>Modify Price Assignment</b> screen appears.
Withdraw a price assignment request when it has been rejected by an approver at any level in the hierarchy	From the <b>Main Menu</b> , select <b>Approval Workflow Management</b> and then click <b>Resolve Price Assignment</b> . The <b>Resolve Price Assignment</b> screen appears.

4. In the **Search** zone, enter the search criteria, such as the description of the price list.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

6. Click the

**Broadcast** (🔔) icon corresponding to the price list whose price assignment requests you want to withdraw.

The **List of Price Assignments** zone appears.

**Note:** The system provides you with a facility in case you want to view the log of a price assignment request from the **Modify Price Assignment** and the **Resolve Price Assignment** screens before withdrawing a request.

7. Click the **Withdraw** link in the **Withdraw** column corresponding to the price assignment request that you want to withdraw.

A message box appears confirming whether you want to delete the price assignment request.

8. Click **OK**.

You will no longer be able to view this request in your workflow.

## Approval Workflow Group

The system has predefined data objects, such as person, account, contract, and so on. These predefined data objects are managed through business objects. Approval workflow is configured to act on approval workflow group which consists of either one or more business objects. When you add multiple business objects in the approval workflow group, the system generates a single approval workflow request for the changes made to these objects. This would be useful if you have created custom UI maps that can be used to update or add data for multiple business objects. In this case, the approver will receive one request to approve changes made to these business objects rather than receiving separate request for changes made to each business object.

The **Approval Workflow Group** screen allows you to add, edit and delete an approval workflow group. This screen consists of the following zones:

- [Approval Workflow Groups](#) on page 227
- [Business Objects](#) on page 228
- [Group BO Relation](#) on page 229

## Approval Workflow Groups

The **Approval Workflow Groups** zone lists approval workflow groups that are already defined in the system. You can add, edit and delete an approval workflow group through this zone.

This zone contains the following columns:

Column Name	Column Description
Code	Displays the code of the approval workflow group.
Description	Displays the description of the approval workflow group.
Display UI Map	Indicates the UI map that will be used for viewing data of the business objects within the approval workflow group.
Input UI Map	Indicates the UI map that will be used for modifying data of the business objects within the approval workflow group.
Dependency Algorithm	Indicates the algorithm that will be triggered before creating the approval workflow request. <b>Note:</b> This algorithm can be used to check all the prerequisites before creating the approval workflow request.
Approval Algorithm	Indicates the algorithm that will be triggered after the approval workflow request is approved by the approver at the last level in the hierarchy.
Approval Post Processing	Indicates the algorithm that will be triggered after the changes (which are approved by all the approvers in the hierarchy) are committed to the database.
Transaction Creation Algorithm	Indicates the algorithm that will create approval workflow requests.
Data Retrieval Algorithm	Indicates the algorithm that will be triggered to retrieve the original data of the business objects within the approval workflow group. This will help an approver to compare the original and new data in case where the submitter action is Update (UPD).
Compare Map Code	Indicates the customized Display UI map used for the approval workflow group. It overrides the UI map specified in the <b>Display UI Map</b> field.
Input Script Code	Indicates the customized Input UI map used for the approval workflow group. It overrides the UI map specified in the <b>Input UI Map</b> field.
Edit	On clicking the <b>Edit</b> (  ) icon, the <b>Approval Workflow Group</b> screen appears where you can edit the details of the approval workflow group.
Delete	On clicking the <b>Delete</b> (  ) icon, you can delete the approval workflow group.

You can define an approval workflow group by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

On clicking the **Broadcast** () icon corresponding to the approval workflow group, the **Business Objects** zone appears.

### Related Topics

For more information on...	See...
How to define an approval workflow group	<a href="#">Defining an Approval Workflow Group</a> on page 229
How to edit an approval workflow group	<a href="#">Editing an Approval Workflow Group</a> on page 233
How to delete an approval workflow group	<a href="#">Deleting an Approval Workflow Group</a> on page 237

## Business Objects

The **Business Objects** zone lists business objects that you have added in the approval workflow group. You can add, edit and delete the business objects from the approval workflow group through this zone.

This zone contains the following columns:

Column Name	Column Description
Code	Displays the code of the business object.
Description	Displays the description of the business object.
Sequence	Indicates the order in which the business objects will be committed to the database.
Reference ID 1	Displays the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow requests.
Reference ID 2	Displays the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow requests.
Reference ID 3	Displays the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow requests.
Reference ID 4	Displays the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow requests.
List Flag	Indicates whether the group contains one or multiple instance of the business object.
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Business Object</b> screen appears where you can change the business object.
Delete	On clicking the <b>Delete</b> (🗑) icon, you can delete the business object from the approval workflow group.

You can add a business object in the approval workflow group by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

On clicking the **Broadcast** (📢) icon corresponding to the business object, the **Group BO Relation** zone appears.

### Related Topics

For more information on...	See...
How to add a business object in the approval workflow group	<a href="#">Adding a Business Object</a> on page 238
How to edit a business object in the approval workflow group	<a href="#">Editing a Business Object</a> on page 239
How to delete a business object from the approval workflow group	<a href="#">Deleting a Business Object</a> on page 241

## Group BO Relation

The **Group BO Relation** zone indicates how the business objects within a group are linked to each other. This zone contains the following columns:

Column Name	Column Description
Parent BO	Displays the code of the parent business object. This would be one of the business objects within the group.
From Key	Displays the XPATH key of the field or list of fields in the parent business object.
To Key	Displays the XPATH key of the field or list of fields in the current business object.
Sequence	Indicates the order in which the business objects will be grouped.
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Group BO Relation</b> screen appears where you can edit the business object's relationship details.
Delete	On clicking the <b>Delete</b> (🗑) icon, you can delete the business object's relationship.
BO Sequence Number	Indicates the sequence number of the business object that you have selected.

You can define a relationship between business objects in the approval workflow group by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

### Related Topics

For more information on...	See...
How to define a Group BO Relation	<a href="#">Defining a Group BO Relation</a> on page 241
How to edit a Group BO Relation	<a href="#">Editing a Group BO Relation</a> on page 242
How to delete a Group BO Relation	<a href="#">Deleting a Group BO Relation</a> on page 243

## Defining an Approval Workflow Group

### Prerequisites

To define an approval workflow group, you should have:

- Input and Display UI maps created in the application in case you want to use custom UI maps
- Dependency, Approval, and Approval Post Processing algorithms defined in the application in case you want to use any of them

**Note:** Before you define an approval workflow group for the User BO, you need to attach the **C1-APPTXNBAS** algorithm on the **Audit** algorithm spot of the business object belonging to the USER-SC MO, and not the USER MO.

### Procedure

To define an approval workflow group:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Group**.  
The **Approval Workflow Group** screen appears.

4. Click the **Add** link in the upper right corner of the **Approval Workflow Groups** zone.

The **Approval Workflow Group** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Used to specify the code that uniquely identifies the approval workflow group.	Yes
Description	Used to specify the description for the approval workflow group.	Yes
Display UI Map	Used to specify the UI map that you want to use for viewing data of the business objects within the approval workflow group.  <b>Note:</b> If you do not specify a Display UI map for the approval workflow group, it is generated automatically and associated with the group when you set the <b>Active</b> flag of the group to <b>Yes</b> in the <b>Approval Workflow Settings</b> screen.	No
Input UI Map	Used to specify the UI map that you want to use for modifying data of the business objects within the approval workflow group.  <b>Note:</b> If you do not specify an Input UI map for the approval workflow group, it is generated automatically and associated with the group when you set the <b>Active</b> flag of the group to <b>Yes</b> in the <b>Approval Workflow Settings</b> screen.	No
Dependency Algorithm	Used to specify the algorithm that will be triggered before creating the approval workflow request.  <b>Note:</b> This algorithm can be used to check all the prerequisites before creating the approval workflow request.	No

Field Name	Field Description	Mandatory (Yes or No)
Approval Algorithm	<p>Used to specify the algorithm that will be triggered after the approval workflow request is approved by the approver at the last level in the hierarchy. The following approval algorithms are shipped with ORMB:</p> <ul style="list-style-type: none"> <li>• <b>C1-APPPROD</b> — This approval algorithm is used for the C1PRODUCT group, which is shipped with ORMB.</li> <li>• <b>C1-APPPL</b> — This approval algorithm is used for the C1PRICELST group, which is shipped with ORMB.</li> <li>• <b>C1-APPASG</b> — This approval algorithm is used for the C1PRICEASG group, which is shipped with ORMB.</li> <li>• <b>C1-APPALG</b> — This is a standard approval algorithm that you can use for approval workflow groups where custom logic is not required.</li> </ul> <p>You can also create your own approval algorithms for custom UIs.</p>	No
Approval Post Processing	Used to specify the algorithm that will be triggered after the changes (which are approved by all the approvers in the hierarchy) are committed to the database.	No

Field Name	Field Description	Mandatory (Yes or No)
Transaction Creation Algorithm	<p>Used to specify the algorithm that will create approval workflow requests. The following transaction creation algorithms are shipped with ORMB:</p> <ul style="list-style-type: none"> <li>• <b>C1-APPASGCR</b> — Used to create approval workflow requests for price assignment.</li> <li>• <b>C1-AXPROD</b> — Used to create approval workflow requests for product.</li> <li>• <b>C1-AXUSR</b> — Used to create approval workflow requests for user.</li> <li>• <b>C1-IGCREATE</b> — Used to create approval workflow requests for invoicing group.</li> <li>• <b>C1-AXCREATE</b> — This is a standard transaction creation algorithm that you can use to create approval workflow requests for most of the base objects.</li> </ul> <p>You can also create your own transaction creation algorithms for custom UIs.</p> <p>In case of the base UIs, this algorithm is only used while modifying or resolving a request. The initial approval transaction creation for base UIs takes place through the Audit algorithm attached on the business object.</p>	Yes
Data Retrieval Algorithm	<p>Used to specify the algorithm that will be triggered to retrieve the original data of the business objects within the approval workflow group. This will help an approver to compare the original and new data in case where the submitter action is Update (UPD). The following data retrieval algorithms are shipped with ORMB:</p> <ul style="list-style-type: none"> <li>• <b>C1-APPIGDR</b> — Used to retrieve data for invoicing group.</li> <li>• <b>C1-AXPRICEOV</b> — Used to retrieve data for price assignment.</li> <li>• <b>C1_APPDATA</b> — This is a standard data retrieval algorithm that you can use to retrieve data for most of the base objects.</li> </ul> <p>You can also create your own data retrieval algorithms for custom UIs.</p>	Yes
Compare Map Code	<p>Used to specify customized Display UI map that you want to use for the approval workflow group. It overrides the UI map specified in the <b>Display UI Map</b> field.</p>	No

Field Name	Field Description	Mandatory (Yes or No)
Input Script Code	Used to specify customized Input UI map that you want to use for the approval workflow group. It overrides the UI map specified in the <b>Input UI Map</b> field.	No

- Enter the required details.

**Note:** You can search for a UI map, code, and an algorithm by clicking the **Search** () icon corresponding to the respective field.

- Click **Save**.

The approval workflow group is defined.

### **Related Topics**

For more information on...	See...
<b>Approval Workflow Group</b> screen	<a href="#">Approval Workflow Group</a> on page 226
<b>Approval Workflow Groups</b> zone	<a href="#">Approval Workflow Groups</a> on page 227
How to create a Display UI map manually	<a href="#">Creating Display UI Map for an Approval Workflow Group</a> on page 396
How to create an Input UI map manually	<a href="#">Creating Input UI Map for an Approval Workflow Group</a> on page 394
How to define approval workflow settings	<a href="#">Defining Approval Workflow Settings</a> on page 262
How to search for a UI map	<a href="#">Searching for a UI Map</a> on page 376
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 376

## **Editing an Approval Workflow Group**

### **Prerequisites**

To edit an approval workflow group, you should have:

- Input and Display UI maps created in the application in case you want to use custom UI maps
- Dependency, Approval, and Approval Post Processing algorithms defined in the application in case you want to use any of them

### **Procedure**

To edit an approval workflow group:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **A** and then click **Approval Workflow Group**.  
The **Approval Workflow Group** screen appears.
- Click the **Edit** () icon in the **Edit** column corresponding to the approval workflow group whose details you want to edit.

The **Approval Workflow Group** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Displays the code of the approval workflow group.	Not applicable
Description	Used to modify the description of the approval workflow group.	Yes
Display UI Map	Used to modify the UI map that you want to use for viewing data of the business objects within the approval workflow group.  <b>Note:</b> If you clear the <b>Display UI Map</b> field, you need to either manually specify the UI map or automatically regenerate the UI map by clicking the <b>Regenerate UI Maps</b> (  ) icon corresponding to the group in the <b>Approval Workflow Settings</b> screen.	No
Input UI Map	Used to modify the UI Map that you want to use for modifying data of the business objects within the approval workflow group.  <b>Note:</b> If you clear the <b>Input UI Map</b> field, you need to either manually specify the UI map or automatically regenerate the UI map by clicking the <b>Regenerate UI Maps</b> (  ) icon corresponding to the group in the <b>Approval Workflow Settings</b> screen.	No
Dependency Algorithm	Used to modify the algorithm that will be triggered before creating the approval workflow request.  <b>Note:</b> This algorithm can be used to check all the prerequisites before creating the approval workflow request.	No

Field Name	Field Description	Mandatory (Yes or No)
Approval Algorithm	<p>Used to modify the algorithm that will be triggered after the approval workflow request is approved by the approver at the last level in the hierarchy. The following approval algorithms are shipped with ORMB:</p> <ul style="list-style-type: none"> <li>• <b>C1-APPPROD</b> — This approval algorithm is used for the C1PRODUCT group, which is shipped with ORMB.</li> <li>• <b>C1-APPPL</b> — This approval algorithm is used for the C1PRICELST group, which is shipped with ORMB.</li> <li>• <b>C1-APPASG</b> — This approval algorithm is used for the C1PRICEASG group, which is shipped with ORMB.</li> <li>• <b>C1-APPALG</b> — This is a standard approval algorithm that you can use for approval workflow groups where custom logic is not required.</li> </ul> <p>You can also create your own approval algorithms for custom UIs.</p>	No
Approval Post Processing	Used to modify the algorithm that will be triggered after the changes (which are approved by all the approvers in the hierarchy) are committed to the database.	No

Field Name	Field Description	Mandatory (Yes or No)
Transaction Creation Algorithm	<p>Used to modify the algorithm that will create approval workflow requests. The following transaction creation algorithms are shipped with ORMB:</p> <ul style="list-style-type: none"> <li>• <b>C1-APPASGCR</b> — Used to create approval workflow requests for price assignment.</li> <li>• <b>C1-AXPROD</b> — Used to create approval workflow requests for product.</li> <li>• <b>C1-AXUSR</b> — Used to create approval workflow requests for user.</li> <li>• <b>C1-IGCREATE</b> — Used to create approval workflow requests for invoicing group.</li> <li>• <b>C1-AXCREATE</b> — This is a standard transaction creation algorithm that you can use to create approval workflow requests for most of the base objects.</li> </ul> <p>You can also create your own transaction creation algorithms for custom UIs.</p> <p>In case of the base UIs, this algorithm is only used while modifying or resolving a request. The initial approval transaction creation for base UIs takes place through the Audit algorithm attached on the business object.</p>	Yes
Data Retrieval Algorithm	<p>Used to modify the algorithm that will be triggered to retrieve the original data of the business objects within the approval workflow group. This will help an approver to compare the original and new data in case where the submitter action is Update (UPD). The following data retrieval algorithms are shipped with ORMB:</p> <ul style="list-style-type: none"> <li>• <b>C1-APPIGDR</b> — Used to retrieve data for invoicing group.</li> <li>• <b>C1-AXPRICEOV</b> — Used to retrieve data for price assignment.</li> <li>• <b>C1_APPDATA</b> — This is a standard data retrieval algorithm that you can use to retrieve data for most of the base objects.</li> </ul> <p>You can also create your own data retrieval algorithms for custom UIs.</p>	Yes
Compare Map Code	Used to modify customized Display UI map used for the approval workflow group. It overrides the UI map specified in the <b>Display UI Map</b> field.	No
Input Script Code	Used to modify customized Input UI map used for the approval workflow group. It overrides the UI map specified in the <b>Input UI Map</b> field.	No

5. Modify the required details.

**Note:** You can search for a UI map, code, and an algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

6. Click **Save**.

The changes made to the approval workflow group are saved.

### Related Topics

For more information on...	See...
<b>Approval Workflow Group</b> screen	<a href="#">Approval Workflow Group</a> on page 226
<b>Approval Workflow Groups</b> zone	<a href="#">Approval Workflow Groups</a> on page 227
How to create a Display UI map manually	<a href="#">Creating Display UI Map for an Approval Workflow Group</a> on page 396
How to create an Input UI map manually	<a href="#">Creating Input UI Map for an Approval Workflow Group</a> on page 394
How to search for a UI map	<a href="#">Searching for a UI Map</a> on page 376
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 376

## Deleting an Approval Workflow Group

### Procedure

To delete an approval workflow group:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Group**.  
The **Approval Workflow Group** screen appears.
4. Click the **Delete** (🗑️) icon in the **Delete** column corresponding to the approval workflow group that you want to delete.  
A message appears confirming whether you want to delete the object.
5. Click **OK**.

The approval workflow group is deleted.

### Related Topics

For more information on...	See...
<b>Approval Workflow Group</b> screen	<a href="#">Approval Workflow Group</a> on page 226
<b>Approval Workflow Groups</b> zone	<a href="#">Approval Workflow Groups</a> on page 227

## Adding a Business Object

Initially, while adding a business object to the approval workflow group, you should always add a business object that can be independently created and does not require a parent business object. For the subsequent business objects, you should specify how these business objects are related to each other. This helps the system to determine which fields need to be copied from the parent to the dependent business object before the dependent business objects are invoked.

For example, you have a group with two business objects (BOs) - Person and Account. When the Account BO is invoked, an appropriate person ID must be passed in the Account BO. This person ID must come from the Person BO. In this case, the Person BO will be defined with no parent BO within the group. However, when the Account BO is added to the group, it must be linked to the Person BO. You can link the Account BO with the Person BO by specifying:

- Person BO as the parent BO
- XPATH of the person ID in the Person BO (in the From Field)
- XPATH of the person ID in the Account BO (in the To Field)

Before ORMB invokes the Account BO (for validation or for creating the account in the application after the approval is received), ORMB will copy the person ID from Person BO to Account BO (based on the specified XPATHs) so that the correct person ID is available in Account BO before it is invoked.

### Prerequisites

To add a business object in the approval workflow group, you should have:

- Business object and approval workflow group created in the application

### Procedure

To add a business object in the approval workflow group:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Group**.

The **Approval Workflow Group** screen appears.

4. Click the **Broadcast** (🔔) icon corresponding to the approval workflow group in which you want to add a business object.

The **Business Objects** zone appears.

5. Click the **Add** link in the upper right corner of the **Business Objects** zone.

The **Business Object** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Displays the code of the approval workflow group.	Not applicable
Business Object	Used to specify the business object that you want to include in the approval workflow group.	Yes
Reference ID 1	Used to specify the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow requests.	No
Reference ID 2	Used to specify the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow requests.	No

Field Name	Field Description	Mandatory (Yes or No)
Reference ID 3	Used to specify the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow requests.	No
Reference ID 4	Used to specify the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow requests.	No
List Flag	Used to indicate whether the group contains one or multiple instance of the business object. For example, if you want to create a group that contains multiple account objects, you need to set this flag for the Account BO to True. If you want to create a group that contains single instance of the business object, you must set this flag for the business object to False.	Yes

- Enter the required details.

**Note:** You can search for a business object by clicking the **Search** (🔍) icon corresponding to the field.

- Click **Save**.

The business object is added in the approval workflow group.

**Note:** When you add business objects in an approval workflow group, you need to regenerate the Input and Display UI maps by clicking the **Regenerate UI Maps** (🔄) icon corresponding to the group in the **Approval Workflow Settings** screen. You must do this only when you are using automatically generated UI maps, and not otherwise.

### Related Topics

For more information on...	See...
<b>Approval Workflow Group</b> screen	<a href="#">Approval Workflow Group</a> on page 226
<b>Approval Workflow Groups</b> zone	<a href="#">Approval Workflow Groups</a> on page 227
<b>Business Objects</b> zone	<a href="#">Business Objects</a> on page 228
How to search for a business object	<a href="#">Searching for a Business Object</a> on page 379

## Editing a Business Object

### Procedure

To edit a business object in the approval workflow group:

- Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

- Select the **Admin Menu** option from the list.

- From the **Admin Menu**, select **A** and then click **Approval Workflow Group**.

The **Approval Workflow Group** screen appears.

- Click the

**Broadcast** (📢) icon corresponding to the approval workflow group whose business object details you want to edit.

The **Business Objects** zone appears.

- Click the **Edit** () icon in the **Edit** column corresponding to the business object whose details you want to edit. The **Business Object** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Displays the code of the approval workflow group.	Not applicable
Business Object	Used to modify the business object that you want to include in the approval workflow group.	Yes
Reference ID 1	Used to modify the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow requests.	No
Reference ID 2	Used to modify the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow requests.	No
Reference ID 3	Used to modify the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow requests.	No
Reference ID 4	Used to modify the XPATH key of the field in the business object that you want to use as criteria for searching approval workflow requests.	No
List Flag	Used to indicate whether the group contains one or multiple instance of the business object. For example, if you want to create a group that contains multiple account objects, you need to set this flag for the Account BO to True. If you want to create a group that contains single instance of the business object, you must set this flag for the business object to False.	Yes

- Change the business object or edit the details, if required.

**Note:** You can search for a business object by clicking the **Search** () icon corresponding to the field.

- Click **Save**.

The changes made to the approval workflow group are saved.

**Note:** When you change business objects in an approval workflow group, you need to regenerate the Input and Display UI maps by clicking the **Regenerate UI Maps** () icon corresponding to the group in the **Approval Workflow Settings** screen. You must do this only when you are using automatically generated UI maps, and not otherwise.

### Related Topics

For more information on...	See...
<b>Approval Workflow Group</b> screen	<a href="#">Approval Workflow Group</a> on page 226
<b>Approval Workflow Groups</b> zone	<a href="#">Approval Workflow Groups</a> on page 227
<b>Business Objects</b> zone	<a href="#">Business Objects</a> on page 228
How to search for a business object	<a href="#">Searching for a Business Object</a> on page 379

## Deleting a Business Object

### Procedure

To delete a business object from the approval workflow group:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Group**.  
The **Approval Workflow Group** screen appears.
4. Click the **Broadcast** (📢) icon corresponding to the approval workflow group whose business object you want to delete.  
The **Business Objects** zone appears.
5. Click the **Delete** (🗑️) icon in the **Delete** column corresponding to the business object that you want to delete.  
A message appears confirming whether you want to delete the object.
6. Click **OK**.  
The business object is deleted from the approval workflow group.

### Related Topics

For more information on...	See...
<b>Approval Workflow Group</b> screen	<a href="#">Approval Workflow Group</a> on page 226
<b>Approval Workflow Groups</b> zone	<a href="#">Approval Workflow Groups</a> on page 227
<b>Business Objects</b> zone	<a href="#">Business Objects</a> on page 228

## Defining a Group BO Relation

### Prerequisites

To define relationship between business objects in the approval workflow group, you should have:

- Business objects added in the approval workflow group

### Procedure

To define relationship between business objects in the approval workflow group:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Group**.  
The **Approval Workflow Group** screen appears.
4. Click the **Broadcast** (📢) icon corresponding to the approval workflow group whose business object details you want to edit.

The **Business Objects** zone appears.

- Click the **Broadcast** () icon corresponding to the business object whose relationship details you want to add. The **Group BO Relation** zone appears.

- Click the **Add** link in the upper right corner of the **Group BO Relation** zone.

The **Group BO Relation** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Displays the code of the approval workflow group.	Not applicable
Parent BO	Used to specify the parent business object. This should be one of the business objects within the group.	No
From Key	Used to specify the XPATH key of the field or list of fields in the parent business object.	No
To Key	Used to specify the XPATH key of the field or list of fields in the current business object.	No

- Enter the required details.

**Note:** You can search for a parent business object by clicking the **Search** () icon corresponding to the field.

- Click **Save**.

The business object's relationship is defined in the approval workflow group.

### **Related Topics**

For more information on...	See...
<b>Approval Workflow Group</b> screen	<a href="#">Approval Workflow Group</a> on page 226
<b>Approval Workflow Groups</b> zone	<a href="#">Approval Workflow Groups</a> on page 227
<b>Business Objects</b> zone	<a href="#">Business Objects</a> on page 228
<b>Group BO Relation</b> zone	<a href="#">Group BO Relation</a> on page 229
How to search for a business object	<a href="#">Searching for a Business Object</a> on page 379

## **Editing a Group BO Relation**

### **Procedure**

To change the business object's relationship details in the approval workflow group:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **A** and then click **Approval Workflow Group**.

The **Approval Workflow Group** screen appears.

4. Click the **Broadcast** (  ) icon corresponding to the approval workflow group whose business object details you want to edit.  
The **Business Objects** zone appears.
5. Click the **Broadcast** (  ) icon corresponding to the business object whose relationship details you want to edit.  
The **Group BO Relation** zone appears.
6. Click the **Edit** (  ) icon in the **Edit** column corresponding to the business object's relationship whose details you want to edit.

The **Group BO Relation** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Displays the code of the approval workflow group.	Not applicable
Parent BO	Used to modify the parent business object. This should be one of the business objects within the group.	No
From Key	Used to modify the XPATH key of the field or list of fields in the parent business object.	No
To Key	Used to modify the XPATH key of the field or list of fields in the current business object.	No

7. Modify the required details.

**Note:** You can search for a parent business object by clicking the **Search** (  ) icon corresponding to the field.

8. Click **Save**.

The changes made to the approval workflow group are saved.

### Related Topics

For more information on...	See...
<b>Approval Workflow Group</b> screen	<a href="#">Approval Workflow Group</a> on page 226
<b>Approval Workflow Groups</b> zone	<a href="#">Approval Workflow Groups</a> on page 227
<b>Business Objects</b> zone	<a href="#">Business Objects</a> on page 228
<b>Group BO Relation</b> zone	<a href="#">Group BO Relation</a> on page 229
How to search for a business object	<a href="#">Searching for a Business Object</a> on page 379

## Deleting a Group BO Relation

### Procedure

To delete a business object's relationship details from the approval workflow group:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.

- From the **Admin Menu**, select **A** and then click **Approval Workflow Group**.

The **Approval Workflow Group** screen appears.

- Click the

**Broadcast** (📢) icon corresponding to the approval workflow group whose business object details you want to edit.

The **Business Objects** zone appears.

- Click the

**Broadcast** (📢) icon corresponding to the business object whose relationship details you want to delete.

The **Group BO Relation** zone appears.

- Click the **Delete** (🗑️) icon in the **Delete** column corresponding to the relationship record that you want to delete.

A message appears confirming whether you want to delete the object.

- Click **OK**.

The business object's relationship details are deleted from the approval workflow group.

### Related Topics

For more information on...	See...
<b>Approval Workflow Group</b> screen	<a href="#">Approval Workflow Group</a> on page 226
<b>Approval Workflow Groups</b> zone	<a href="#">Approval Workflow Groups</a> on page 227
<b>Business Objects</b> zone	<a href="#">Business Objects</a> on page 228
<b>Group BO Relation</b> zone	<a href="#">Group BO Relation</a> on page 229



## Approval Workflow Chain

The system supports multi-level approval workflow. You can define an approval workflow chain or hierarchy where users with different To Do role at each level can approve or reject the approval workflow request. For example, you can define a chain called Material Procurement with two levels of approval. At the first level, a user with the M1 role will approve or reject the request, and at the second level, a user with the M2 role will approve or reject the request.

When the approval workflow request is created, a notification in the form of To Do is sent to all the users with the To Do role defined at the first level in the hierarchy. Once the request is approved at the first level, a notification is sent to all the users with the To Do role defined at the next level in the hierarchy. This process continues till the approval is received from all the levels in the hierarchy. Once users at all the levels approve the request, the changes are reflected in the database. However, if an approver at any level in the hierarchy rejects the request, a notification is sent to all the users with the To Do role defined for resolving the request.

The **Approval Workflow Chain** screen allows you to define, edit, and delete an approval workflow chain. This screen consists of the following zones:

- [Approval Workflow Chains](#) on page 244
- [Approval Levels](#) on page 245

### Approval Workflow Chains

The **Approval Workflow Chains** zone lists approval workflow chains that are already defined in the system. You can define, edit, and delete an approval workflow chain through this zone.

This zone contains the following columns:

Column Name	Column Description
Code	Displays the code of the approval workflow chain.
Description	Displays the description of the approval workflow chain.
To Do Role To Resolve	Indicates that the users with the specified To Do role will be sent a notification when the approval workflow request is rejected by an approver at any level in the hierarchy.  <b>Note:</b> Only those users who have access to the application services for each business object within the approval workflow group will be able to resolve the request, and resubmit it for approval.
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Approval Workflow Chain</b> screen appears where you can edit the details of the approval workflow chain.
Delete	On clicking the <b>Delete</b> (🗑) icon, you can delete the approval workflow chain.

You can define an approval workflow chain by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

On clicking the **Broadcast** (📢) icon corresponding to the approval workflow chain, the **Approval Levels** zone appears.

### Related Topics

For more information on...	See...
How to define an approval workflow chain	<a href="#">Defining an Approval Workflow Chain</a> on page 246
How to edit an approval workflow chain	<a href="#">Editing an Approval Workflow Chain</a> on page 247
How to delete an approval workflow chain	<a href="#">Deleting an Approval Workflow Chain</a> on page 248

## Approval Levels

The **Approval Levels** zone lists the levels defined in the approval workflow chain. For each level in the hierarchy, a To Do role is specified indicating that users with the respective To Do role can either accept or reject the approval workflow request. You can define, edit, and delete the levels in the hierarchy through this zone.

This zone contains the following columns:

Column Name	Column Description
Action Algorithm	Indicates the additional action that the system will perform apart from generating a notification when the approver approves or rejects the request.
Level	Indicates the level in the hierarchy.
Approver To Do Role	Indicates that the users with the specified To Do role will either approve or reject the request at this level in the hierarchy.  <b>Note:</b> Only those users who have access to the application services for each business object within the approval workflow group will be able to approve or reject the request.
Approval To Do Type	Indicates the type of notification that will be generated when the approver approves or rejects the request.
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Approval Level</b> screen appears where you can edit the details of the level in the approval workflow chain.

Column Name	Column Description
Delete	On clicking the <b>Delete</b> (🗑️) icon, you can delete the level from the approval workflow chain.

You can define a level in the approval workflow chain by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

### **Related Topics**

For more information on...	See...
How to define an approval level in the approval workflow chain	<a href="#">Defining an Approval Level</a> on page 248
How to edit an approval level in the approval workflow chain	<a href="#">Editing an Approval Level</a> on page 249
How to delete an approval level from the approval workflow chain	<a href="#">Deleting an Approval Level</a> on page 250

## **Defining an Approval Workflow Chain**

### **Prerequisites**

To define an approval workflow chain, you should have:

- Required To Do role defined in the application

### **Procedure**

To define an approval workflow chain:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Chain**.  
The **Approval Workflow Chain** screen appears.
4. Click the **Add** link in the upper right corner of the **Approval Workflow Chains** zone.

The **Approval Workflow Chain** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Used to specify the code that uniquely identifies the approval workflow chain.	Yes
Description	Used to specify the description for the approval workflow chain.	Yes
To Do Role To Resolve	Used to specify the To Do role to indicate the users who will be sent a notification when the approval workflow request is rejected by an approver at any level in the hierarchy.	Yes

5. Enter the required details.

**Note:** You can search for a To Do role by clicking the **Search** (🔍) icon corresponding to the field.

6. Click **Save**.

The approval workflow chain is defined.

### Related Topics

For more information on...	See...
Approval Workflow Chain screen	<a href="#">Approval Workflow Chain</a> on page 244
Approval Workflow Chains zone	<a href="#">Approval Workflow Chains</a> on page 244
How to search for a To Do role	<a href="#">Searching for a To Do Role</a> on page 377

## Editing an Approval Workflow Chain

### Prerequisites

To edit an approval workflow chain, you should have:

- Required To Do role defined in the application

### Procedure

To edit an approval workflow chain:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Chain**.

The **Approval Workflow Chain** screen appears.

4. Click the **Edit** () icon in the **Edit** column corresponding to the approval workflow chain whose details you want to edit.

The **Approval Workflow Chain** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Displays the code of the approval workflow chain.	Not applicable
Description	Used to modify the description of the approval workflow chain.	Yes
To Do Role To Resolve	Used to modify the To Do role to indicate the users who will be sent a notification when the approval workflow request is rejected by an approver at any level in the hierarchy.	Yes

5. Modify the required details.

**Note:** You can search for a To Do role by clicking the **Search** () icon corresponding to the field.

6. Click **Save**.

The changes made to the approval workflow chain are saved.

### Related Topics

For more information on...	See...
Approval Workflow Chain screen	<a href="#">Approval Workflow Chain</a> on page 244

For more information on...	See...
Approval Workflow Chains zone	<a href="#">Approval Workflow Chains</a> on page 244
How to search for a To Do role	<a href="#">Searching for a To Do Role</a> on page 377

## Deleting an Approval Workflow Chain

### Procedure

To delete an approval workflow chain:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Chain**.  
The **Approval Workflow Chain** screen appears.
4. Click the **Delete** (🗑) icon in the **Delete** column corresponding to the approval workflow chain that you want to delete.  
A message appears confirming whether you want to delete the object.
5. Click **OK**.  
The approval workflow chain is deleted.

### Related Topics

For more information on...	See...
Approval Workflow Chain screen	<a href="#">Approval Workflow Chain</a> on page 244
Approval Workflow Chains zone	<a href="#">Approval Workflow Chains</a> on page 244

## Defining an Approval Level

### Prerequisites

To define a level in the approval workflow chain, you should have:

- Required To Do role and To Do type defined in the application
- Action algorithms defined in the application in case you want to use any of them

### Procedure

To define a level in the approval workflow chain:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Chain**.  
The **Approval Workflow Chain** screen appears.

- Click the **Broadcast** (🔊) icon corresponding to the approval workflow chain in which you want to define a level.

The **Approval Levels** zone appears.

- Click the **Add** link in the upper right corner of the **Approval Levels** zone.

The **Approval Level** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Displays the code of the approval workflow chain.	Not applicable
Action Algorithm	Used to specify the additional action that you want the system to perform apart from generating a notification when the approver approves or rejects the request.	No
Approver To Do Role	Used to specify the To Do role to indicate the users who will either approve or reject the request at this level in the hierarchy.	Yes
Approval To Do Type	Used to specify the type of notification that you want to generate when the approver approves or rejects the request.	Yes

- Enter the required details.

**Note:** You can search for a To Do role, To Do type, and an algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

- Click **Save**.

The level is defined in the approval workflow chain.

### **Related Topics**

For more information on...	See...
<b>Approval Workflow Chain</b> screen	<a href="#">Approval Workflow Chain</a> on page 244
<b>Approval Workflow Chains</b> zone	<a href="#">Approval Workflow Chains</a> on page 244
<b>Approval Levels</b> zone	<a href="#">Approval Levels</a> on page 245
How to search for a To Do role	<a href="#">Searching for a To Do Role</a> on page 377
How to search for a To Do type	<a href="#">Searching for a To Do Type</a> on page 378
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 376

## **Editing an Approval Level**

### **Prerequisites**

To edit a level in the approval workflow chain, you should have:

- Required To Do role and To Do type defined in the application
- Action algorithms defined in the application in case you want to use any of them

### **Procedure**

To edit a level in the approval workflow chain:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Chain**.

The **Approval Workflow Chain** screen appears.

4. Click the **Broadcast** () icon corresponding to the approval workflow chain whose level you want to edit.

The **Approval Levels** zone appears.

5. Click the **Edit** () icon in the **Edit** column corresponding to the level that you want to edit.

The **Approval Level** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Displays the code of the approval workflow chain.	Not applicable
Action Algorithm	Used to modify the additional action that you want the system to perform apart from generating a notification when the approver approves or rejects the request.	No
Approver To Do Role	Used to modify the To Do role to indicate the users who will either approve or reject the request at this level in the hierarchy.	Yes
Approval To Do Type	Used to modify the type of notification that you want to generate when the approver approves or rejects the request.	Yes

6. Modify the required details.

**Note:** You can search for a To Do role, To Do type, and an algorithm by clicking the **Search** () icon corresponding to the respective field.

7. Click **Save**.

The changes made to the approval level are saved.

### **Related Topics**

For more information on...	See...
<b>Approval Workflow Chain</b> screen	<a href="#">Approval Workflow Chain</a> on page 244
<b>Approval Workflow Chains</b> zone	<a href="#">Approval Workflow Chains</a> on page 244
<b>Approval Levels</b> zone	<a href="#">Approval Levels</a> on page 245
How to search for a To Do role	<a href="#">Searching for a To Do Role</a> on page 377
How to search for a To Do type	<a href="#">Searching for a To Do Type</a> on page 378
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 376

## **Deleting an Approval Level**

### **Procedure**

To delete a level from the approval workflow chain:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Chain**.  
The **Approval Workflow Chain** screen appears.
4. Click the **Broadcast** (📢) icon corresponding to the approval workflow chain whose level you want to delete.  
The **Approval Levels** zone appears.
5. Click the **Delete** (🗑️) icon in the **Delete** column corresponding to the level that you want to delete.  
A message appears confirming whether you want to delete the object.
6. Click **OK**.  
The level is deleted from the approval workflow chain.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
<b>Approval Workflow Chain</b> screen	<a href="#">Approval Workflow Chain</a> on page 244
<b>Approval Workflow Chains</b> zone	<a href="#">Approval Workflow Chains</a> on page 244
<b>Approval Levels</b> zone	<a href="#">Approval Levels</a> on page 245

## **Approval Workflow Criteria Type**

---

The approval workflow request is associated to the approval workflow chain based on the approval workflow criteria. For example, approval workflow requests for the Account group can be associated with different approval workflow chains based on account's division. In this case, account's division would be the criteria type, and division equal to California would be the criteria. Therefore, you need to define the criteria type for each business object that you would like to use for associating approval workflow requests with the approval workflow chains. The system also provides you with a default criteria type named DEF, which can be used for associating approval workflow requests with the approval workflow chains. While using this criteria type, you must always set the value of this criteria type to **Y**.

The **Approval Workflow Criteria Type** screen allows you to define, edit, and delete approval workflow criteria types. This screen consists of the following zones:

- [Approval Workflow Criteria Types](#) on page 251

### **Approval Workflow Criteria Types**

The **Approval Workflow Criteria Types** zone lists approval workflow criteria types that are already defined in the system. You can define, edit, and delete an approval workflow criteria type through this zone.

This zone contains the following columns:

<b>Column Name</b>	<b>Column Description</b>
Code	Displays the code of the approval workflow criteria type.
Description	Displays the description of the approval workflow criteria type.

Column Name	Column Description
Business Object	Displays the business object for which you have defined the approval workflow criteria type.
Field	Displays the field using which the criteria for associating approval workflow requests with the approval workflow chains will be defined.
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Approval Workflow Criteria Type</b> screen appears where you can edit the criteria type.
Delete	On clicking the <b>Delete</b> (🗑) icon, you can delete the approval workflow criteria type.

You can define an approval workflow criteria type by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

### **Related Topics**

For more information on...	See...
How to define an approval workflow criteria type	<a href="#">Defining an Approval Workflow Criteria Type</a> on page 252
How to edit an approval workflow criteria type	<a href="#">Editing an Approval Workflow Criteria Type</a> on page 253
How to delete an approval workflow criteria type	<a href="#">Deleting an Approval Workflow Criteria Type</a> on page 254

## **Defining an Approval Workflow Criteria Type**

### **Procedure**

To define an approval workflow criteria type:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Criteria Type**.

The **Approval Workflow Criteria Type** screen appears.

4. Click the **Add** link in the upper right corner of the **Approval Workflow Criteria Types** zone.

The **Approval Workflow Criteria Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Used to specify the code that uniquely identifies the approval workflow criteria type.	Yes
Description	Used to specify the description for the approval workflow criteria type.	Yes
Business Object	Used to specify the business object for which you want to define the approval workflow criteria type.	Yes
Field	Used to specify the field that you want to use to define the criteria for associating approval workflow requests with the approval workflow chains.	Yes

5. Enter the required details.

**Note:** You can search for a business object and field by clicking the **Search** (🔍) icon corresponding to the respective field.

- Click **Save**.

The approval workflow criteria type is defined.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
<b>Approval Workflow Criteria Type</b> screen	<a href="#">Approval Workflow Criteria Type</a> on page 251
<b>Approval Workflow Criteria Types</b> zone	<a href="#">Approval Workflow Criteria Types</a> on page 251
How to search for a business object	<a href="#">Searching for a Business Object</a> on page 379
How to search for a field	<a href="#">Searching for a Field</a> on page 380

## **Editing an Approval Workflow Criteria Type**

### **Procedure**

To edit an approval workflow criteria type:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **A** and then click **Approval Workflow Criteria Type**.

The **Approval Workflow Criteria Type** screen appears.

- Click the **Edit** (✎) icon in the **Edit** column corresponding to the criteria type that you want to edit.

The **Approval Workflow Criteria Type** screen appears. It contains the following fields:

<b>Field Name</b>	<b>Field Description</b>	<b>Mandatory (Yes or No)</b>
Code	Displays the code of the approval workflow criteria type.	Not applicable
Description	Used to modify the description of the approval workflow criteria type.	Yes
Business Object	Used to modify the business object for which you want to define the approval workflow criteria type.	Yes
Field	Used to modify the field that you want to use to define the criteria for associating approval workflow requests with the approval workflow chains.	Yes

- Modify the required details.

**Note:** You can search for a business object and field by clicking the **Search** (🔍) icon corresponding to the respective field.

- Click **Save**.

The changes made to the approval workflow criteria type are saved.

**Related Topics**

For more information on...	See...
<b>Approval Workflow Criteria Type</b> screen	<a href="#">Approval Workflow Criteria Type</a> on page 251
<b>Approval Workflow Criteria Types</b> zone	<a href="#">Approval Workflow Criteria Types</a> on page 251
How to search for a business object	<a href="#">Searching for a Business Object</a> on page 379
How to search for a field	<a href="#">Searching for a Field</a> on page 380

**Deleting an Approval Workflow Criteria Type****Procedure**

To delete an approval workflow criteria type:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Criteria Type**.  
The **Approval Workflow Criteria Type** screen appears.
4. Click the **Delete** (🗑) icon in the **Delete** column corresponding to the criteria type that you want to delete.  
A message appears confirming whether you want to delete the object.
5. Click **OK**.  
The approval workflow criteria type is deleted.

**Related Topics**

For more information on...	See...
<b>Approval Workflow Criteria Type</b> screen	<a href="#">Approval Workflow Criteria Type</a> on page 251
<b>Approval Workflow Criteria Types</b> zone	<a href="#">Approval Workflow Criteria Types</a> on page 251

**Approval Workflow Group Chain Linkage**

Once the approval workflow group and chain are created, you can link them using the approval workflow criteria. For example, if you want approval workflow requests for all the accounts in the California division should be sent to Chain A, then you will have to create a linkage between the Account group and the Chain A using the criteria, division is equal to California. You can also link an approval workflow group and chain using the default criteria type, **DEF**. While using the default criteria type, you must always set its value to **Y**.

The **Approval Workflow Group Chain Linkage** screen allows you to create a link between an approval workflow group and chain with or without using a criteria. This ensures that requests created for the business objects within a particular approval workflow group are sent to the approval workflow chain to which the group is associated. This screen consists of the following zones:

- [Approval Workflow Group Chain Linkages](#) on page 255

- [Approval Workflow Criteria](#) on page 255

## Approval Workflow Group Chain Linkages

The **Approval Workflow Group Chain Linkages** zone lists links created between approval workflow groups and chains. You can create, edit, and delete the links through this zone.

This zone contains the following columns:

Column Name	Column Description
Group Chain Linkage ID	Displays the ID which is generated automatically when the link is created.
Approval Workflow Group	Displays the approval workflow group for which the link is created.
Approval Workflow Chain	Displays the approval workflow chain for which the link is created.
Edit	On clicking the <b>Edit</b> (✏️) icon, the <b>Approval Workflow Group Chain Linkage</b> screen appears where you can change the approval workflow group and chain.
Delete	On clicking the <b>Delete</b> (🗑️) icon, you can delete the approval workflow group chain link.

You can create an approval workflow group chain link by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

On clicking the **Broadcast** (📢) icon corresponding to the approval workflow group chain link, the **Approval Workflow Criteria** zone appears.

### Related Topics

For more information on...	See...
How to create an approval workflow group chain link	<a href="#">Creating an Approval Workflow Group Chain Link</a> on page 256
How to edit an approval workflow group chain link	<a href="#">Editing an Approval Workflow Group Chain Link</a> on page 257
How to delete an approval workflow group chain link	<a href="#">Deleting an Approval Workflow Group Chain Link</a> on page 258

## Approval Workflow Criteria

The **Approval Workflow Criteria** zone displays the approval workflow criteria that you have defined for associating the approval workflow group with the approval workflow chain. You can define, edit, and delete the approval workflow criteria through this zone.

This zone contains the following columns:

Column Name	Column Description
Logical Operator	Displays the logical operator used to define the criteria. By default, the system uses AND operator.
Criterion Type	Displays the description of the criteria type.
Operator	Displays the relational operator used to define the relation between the criterion type and the criterion value.
Criterion Value	Displays the value of the criteria type.

Column Name	Column Description
Sequence	Indicates the order in which the criterion is verified.
Edit	On clicking the <b>Edit</b> (  ) icon, the <b>Approval Workflow Criteria</b> screen appears where you can edit the criterion.
Delete	On clicking the <b>Delete</b> (  ) icon, you can delete the criterion.

You can define an approval workflow criterion by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

### **Related Topics**

For more information on...	See...
How to define a criterion	<a href="#">Defining an Approval Workflow Criterion</a> on page 258
How to edit a criterion	<a href="#">Editing an Approval Workflow Criterion</a> on page 259
How to delete a criterion	<a href="#">Deleting an Approval Workflow Criterion</a> on page 260

## **Creating an Approval Workflow Group Chain Link**

### **Prerequisites**

To create an approval workflow group chain link, you should have:

- Required approval workflow group and chain defined in the application

### **Procedure**

To create an approval workflow group chain link:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **A** and then click **Approval Workflow Group Chain Linkage**.

The **Approval Workflow Group Chain Linkage** screen appears.

4. Click the **Add** link in the upper right corner of the **Approval Workflow Group Chain Linkages** zone.

The **Approval Workflow Group Chain Linkage** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Used to specify the approval workflow group.	Yes
Approval Workflow Chain	Used to specify the approval workflow chain.	Yes

5. Enter the required details.

**Note:** You can search for an approval workflow group and chain by clicking the **Search** () icon corresponding to the respective field.

6. Click **Save**.

The approval workflow group chain link is created.

**Related Topics**

For more information on...	See...
Approval Workflow Group Chain Linkage screen	<a href="#">Approval Workflow Group Chain Linkage</a> on page 254
Approval Workflow Group Chain Linkages zone	<a href="#">Approval Workflow Group Chain Linkages</a> on page 255
How to search for an approval workflow group	<a href="#">Searching for an Approval Workflow Group</a> on page 380
How to search for an approval workflow chain	<a href="#">Searching for an Approval Workflow Chain</a> on page 381

**Editing an Approval Workflow Group Chain Link****Prerequisites**

To edit an approval workflow group chain link, you should have:

- Required approval workflow group and chain defined in the application

**Procedure**

To edit an approval workflow group chain link:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **A** and then click **Approval Workflow Group Chain Linkage**.

The **Approval Workflow Group Chain Linkage** screen appears.

4. Click the **Edit** (✎) icon in the **Edit** column corresponding to the link whose details you want to edit.

The **Approval Workflow Group Chain Linkage** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Used to change the approval workflow group.	Yes
Approval Workflow Chain	Used to change the approval workflow chain.	Yes

5. Modify the required details.

**Note:** You can search for an approval workflow group and chain by clicking the **Search** (🔍) icon corresponding to the respective field.

6. Click **Save**.

The changes made to the approval workflow group chain link are saved.

**Related Topics**

For more information on...	See...
Approval Workflow Group Chain Linkage screen	<a href="#">Approval Workflow Group Chain Linkage</a> on page 254

For more information on...	See...
<b>Approval Workflow Group Chain Linkages</b> zone	<a href="#">Approval Workflow Group Chain Linkages</a> on page 255
How to search for an approval workflow group	<a href="#">Searching for an Approval Workflow Group</a> on page 380
How to search for an approval workflow chain	<a href="#">Searching for an Approval Workflow Chain</a> on page 381

## Deleting an Approval Workflow Group Chain Link

### Procedure

To delete an approval workflow group chain link:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Group Chain Linkage**.  
The **Approval Workflow Group Chain Linkage** screen appears.
4. Click the **Delete** (🗑️) icon in the **Delete** column corresponding to the link that you want to delete.  
A message appears confirming whether you want to delete the object.
5. Click **OK**.  
The approval workflow group chain link is deleted.

### Related Topics

For more information on...	See...
<b>Approval Workflow Group Chain Linkage</b> screen	<a href="#">Approval Workflow Group Chain Linkage</a> on page 254
<b>Approval Workflow Group Chain Linkages</b> zone	<a href="#">Approval Workflow Group Chain Linkages</a> on page 255

## Defining an Approval Workflow Criterion

### Prerequisites

To define an approval workflow criterion, you should have:

- Required criteria type defined in the application

### Procedure

To define an approval workflow criterion:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Group Chain Linkage**.

The **Approval Workflow Group Chain Linkage** screen appears.

- Click the **Broadcast** () icon corresponding to the link for which you want to define a criteria.

The **Approval Workflow Criteria** zone appears.

- Click the **Add** link in the upper right corner of the **Approval Workflow Criteria** zone.

The **Approval Workflow Criterion** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Group Chain Linkage ID	Displays the ID which is generated automatically when the link is created.	Not applicable
Criterion Type	Used to specify the criteria type that you want to use for defining the criterion.	Yes
Criterion Value	Used to specify the criterion value.	Yes

- Enter the required details.

**Note:** You can search for a criteria type by clicking the **Search** () icon corresponding to the field.

- Click **Save**.

The approval workflow criterion is defined.

### **Related Topics**

For more information on...	See...
<b>Approval Workflow Group Chain Linkage</b> screen	<a href="#">Approval Workflow Group Chain Linkage</a> on page 254
<b>Approval Workflow Group Chain Linkages</b> zone	<a href="#">Approval Workflow Group Chain Linkages</a> on page 255
<b>Approval Workflow Criteria</b> zone	<a href="#">Approval Workflow Criteria</a> on page 255
How to search for a criteria type	<a href="#">Searching for an Approval Workflow Criteria Type</a> on page 382

## **Editing an Approval Workflow Criterion**

### **Prerequisites**

To edit an approval workflow criterion, you should have:

- Required criteria type defined in the application

### **Procedure**

To edit an approval workflow criterion:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **A** and then click **Approval Workflow Group Chain Linkage**.

The **Approval Workflow Group Chain Linkage** screen appears.

- Click the **Broadcast** () icon corresponding to the link whose criteria you want to edit.

The **Approval Workflow Criteria** zone appears.

- Click the **Edit** () icon in the **Edit** column corresponding to the criterion that you want to edit.

The **Approval Workflow Criterion** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Group Chain Linkage ID	Displays the ID which is generated automatically when the link is created.	Not applicable
Criterion Type	Used to modify the criteria type that you want to use for defining the criterion.	Yes
Criterion Value	Used to modify the criterion value.	Yes

- Modify the required details.

**Note:** You can search for a criteria type by clicking the **Search** () icon corresponding to the field.

- Click **Save**.

The changes made to the approval workflow criterion are saved.

### Related Topics

For more information on...	See...
<b>Approval Workflow Group Chain Linkage</b> screen	<a href="#">Approval Workflow Group Chain Linkage</a> on page 254
<b>Approval Workflow Group Chain Linkages</b> zone	<a href="#">Approval Workflow Group Chain Linkages</a> on page 255
<b>Approval Workflow Criteria</b> zone	<a href="#">Approval Workflow Criteria</a> on page 255
How to search for a criteria type	<a href="#">Searching for an Approval Workflow Criteria Type</a> on page 382

## Deleting an Approval Workflow Criterion

### Procedure

To delete an approval workflow criterion:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **A** and then click **Approval Workflow Group Chain Linkage**.  
The **Approval Workflow Group Chain Linkage** screen appears.
- Click the **Broadcast** () icon corresponding to the link whose criteria you want to edit.  
The **Approval Workflow Criteria** zone appears.
- Click the **Delete** () icon in the **Delete** column corresponding to the criterion that you want to delete.  
A message appears confirming whether you want to delete the object.

6. Click **OK**.

The approval workflow criterion is deleted.

**Related Topics**

For more information on...	See...
Approval Workflow Group Chain Linkage screen	<a href="#">Approval Workflow Group Chain Linkage</a> on page 254
Approval Workflow Group Chain Linkages zone	<a href="#">Approval Workflow Group Chain Linkages</a> on page 255
Approval Workflow Criteria zone	<a href="#">Approval Workflow Criteria</a> on page 255

## Approval Workflow Settings

Once the approval workflow group is created, you need to set the **Active** flag of the group to **Yes**. The **Active** flag is used to indicate whether approval workflow request should be created for an approval workflow group or not. If the flag for an approval workflow group (for example, the Account group) is set to **Yes**, then the approval workflow request is created when changes are made to any account.

The **Approval Workflow Settings** screen allows you to define various settings for approval workflow groups. This screen consists of the following zones:

- [Approval Workflow Settings](#) on page 261

### Approval Workflow Settings

The **Approval Workflow Settings** zone displays various settings defined for a list of approval workflow groups. You can define, edit, and delete the settings of an approval workflow group through this zone.

This zone contains the following columns:

Column Name	Column Description
Approval Workflow Group	Displays the description of the approval workflow group.
Approval Chain Selection Algorithm	Indicates the algorithm that will be triggered after creating the approval workflow request. <b>Note:</b> This algorithm identifies the approval workflow chain that must be used for the approval workflow group.
Active	Indicates whether the approval workflow is required for the business objects in the approval workflow group.
Prevalidation Flag	Indicates whether validation must be done before the approval workflow request is created.
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Approval Workflow Setting</b> screen appears where you can edit the settings of the approval workflow group.

Column Name	Column Description
Regenerate UI Maps	<p>On clicking the <b>Regenerate UI Maps</b> () icon, you can regenerate the Input and Display UI maps for the approval workflow group.</p> <p><b>Note:</b> If the Input and Display UI maps already exist for the approval workflow group, they are overwritten with the new Input and Display UI maps. Any manual modifications made to the previous UI maps will be lost. If you want to make any modifications to an automatically generated UI map, it is recommended that you create a copy of an automatically generated UI map, save it with a new name, make the modifications in the new UI map, and then attach it to the group.</p> <p><b>Note:</b> If the <b>C1-REGENUI</b> application service is added in the user's user group, only then the user can automatically regenerate the Input and Display UI maps associated with a group.</p>
Delete	On clicking the <b>Delete</b> (  ) icon, you can delete the settings of the approval workflow group.

You can define settings for an approval workflow group by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

### **Related Topics**

For more information on...	See...
How to define the settings of an approval workflow group	<a href="#">Defining Approval Workflow Settings</a> on page 262
How to edit the settings of an approval workflow group	<a href="#">Editing Approval Workflow Settings</a> on page 263
How to delete the settings of an approval workflow group	<a href="#">Deleting Approval Workflow Settings</a> on page 264

## **Defining Approval Workflow Settings**

### **Procedure**

To define settings for an approval workflow group:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Setting**.  
The **Approval Workflow Settings** screen appears.
4. Click the **Add** link in the upper right corner of the **Approval Workflow Settings** zone.

The **Approval Workflow Setting** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Used to specify the approval workflow group.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Approval Chain Selection Algorithm	Used to specify the algorithm that will be triggered after creating the approval workflow request.  <b>Note:</b> This algorithm identifies the approval workflow chain that must be used for the approval workflow group.	Yes
Active	Used to indicate whether the approval workflow is required for the business objects in the approval workflow group. The valid values are <b>Yes</b> and <b>No</b> .	Yes
Prevalidation Flag	Used to indicate whether validation must be done before the approval workflow request is created. The valid values are <b>Yes</b> and <b>No</b> .	Yes

5. Enter the required details.

**Note:** You can search for an approval workflow group and algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

6. Click **Save**.

The settings are defined for the approval workflow group.

**Note:** On clicking the **Save** button, the system checks whether the **Active** flag for the approval workflow group is set to **Yes**. If yes, the system checks whether you have already specified the Input and Display UI maps manually for the approval workflow group. If not, the system automatically creates the Input and Display UI maps. If you now go to the **Approval Workflow Group** screen, you will be able to view the names of the Input and Display UI maps (which are automatically generated) corresponding to the approval workflow group for which the approval workflow is activated. The Input UI map is named using the CM\_<Approval Workflow Group Code>\_AppTxn\_Input naming convention, and the Display UI map is named using the CM\_<Approval Workflow Group Code>\_AppTxn\_Display naming convention.

### Related Topics

For more information on...	See...
Approval Workflow Settings screen	<a href="#">Approval Workflow Settings</a> on page 261
Approval Workflow Settings zone	<a href="#">Approval Workflow Settings</a> on page 261
How to search for an approval workflow group	<a href="#">Searching for an Approval Workflow Group</a> on page 380
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 376

## Editing Approval Workflow Settings

### Procedure

To edit settings of an approval workflow group:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Setting**.

The **Approval Workflow Settings** screen appears.

- Click the **Edit** (✎) icon in the **Edit** column corresponding to the group whose settings you want to edit.

The **Approval Workflow Setting** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Approval Workflow Group	Displays the code of the approval workflow group.	Not applicable
Approval Chain Selection Algorithm	Used to modify the algorithm that will be triggered after creating the approval workflow request. <b>Note:</b> This algorithm identifies the approval workflow chain that must be used for the approval workflow group.	Yes
Active	Used to indicate whether the approval workflow is required for the business objects in the approval workflow group. The valid values are <b>Yes</b> and <b>No</b> .	Yes
Prevalidation Flag	Used to indicate whether validation must be done before the approval workflow request is created. The valid values are <b>Yes</b> and <b>No</b> .	Yes

- Modify the required details.

**Note:** You can search for an approval workflow group and algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

- Click **Save**.

The changes made to the approval workflow group settings are saved.

**Note:** On clicking the **Save** button, the system checks whether the **Active** flag for the approval workflow group is set to **Yes**. If yes, the system checks whether the Input and Display UI maps already exist for the approval workflow group. If not, the system automatically creates the Input and Display UI maps. If you now go to the **Approval Workflow Group** screen, you will be able to view the names of the Input and Display UI maps (which are automatically generated) corresponding to the approval workflow group for which the approval workflow is activated. The Input UI map is named using the CM\_<Approval Workflow Group Code>\_AppTxn\_Input naming convention, and the Display UI map is named using the CM\_<Approval Workflow Group Code>\_AppTxn\_Display naming convention.

### Related Topics

For more information on...	See...
<b>Approval Workflow Settings</b> screen	<a href="#">Approval Workflow Settings</a> on page 261
<b>Approval Workflow Settings</b> zone	<a href="#">Approval Workflow Settings</a> on page 261
How to search for an approval workflow group	<a href="#">Searching for an Approval Workflow Group</a> on page 380
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 376

## Deleting Approval Workflow Settings

### Procedure

To delete settings of an approval workflow group:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Setting**.

The **Approval Workflow Settings** screen appears.

4. Click the **Delete** (🗑️) icon in the **Delete** column corresponding to the approval workflow group whose settings you want to delete.

A message appears confirming whether you want to delete the object.

5. Click **OK**.

The settings of the approval workflow group are deleted.

### **Related Topics**

For more information on...	See...
<b>Approval Workflow Settings</b> screen	<a href="#">Approval Workflow Settings</a> on page 261
<b>Approval Workflow Settings</b> zone	<a href="#">Approval Workflow Settings</a> on page 261

## **Approval Workflow Reason**

---

You have to define the reason codes which are used when the approval workflow request is either rejected or cancelled. The reason code helps to indicate the reason why a particular request was rejected or cancelled.

The **Approval Workflow Reason** screen allows you to define, edit, and delete a reason code. This screen consists of the following zones:

- [Approval Workflow Reasons](#) on page 265

### **Approval Workflow Reasons**

The **Approval Workflow Reasons** zone lists reason codes that are already defined in the system. You can define, edit, and delete a reason code through this zone.

This zone contains the following columns:

Column Name	Column Description
Code	Displays the reason code.
Description	Displays the description of the reason code.
Category	Displays the category to which the reason code belongs.
Edit	On clicking the <b>Edit</b> (✏️) icon, the <b>Approval Workflow Reason</b> screen appears where you can edit the reason code.
Delete	On clicking the <b>Delete</b> (🗑️) icon, you can delete the reason code.

You can define a reason code by clicking the **Add** link in the upper right corner of this zone. You can also change the layout of this zone. For more information on how to change the layout, see [Changing the Layout](#) on page 374.

### **Related Topics**

For more information on...	See...
How to define a reason code	<a href="#">Defining a Reason Code</a> on page 266
How to edit a reason code	<a href="#">Editing a Reason Code</a> on page 266
How to delete a reason code	<a href="#">Deleting a Reason Code</a> on page 267

## Defining a Reason Code

### Procedure

To define a reason code:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Reason**.  
The **Approval Workflow Reason** screen appears.
4. Click the **Add** link in the upper right corner of the **Approval Workflow Reasons** zone.

The **Approval Workflow Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Used to specify the reason code.	Yes
Description	Used to specify the description for the reason code.	Yes
Category	Used to specify the category to which the reason code belongs. You can either select <b>Reject</b> or <b>Cancelled</b> .	Yes

5. Enter the required details.
6. Click **Save**.

The reason code is defined.

### Related Topics

For more information on...	See...
<b>Approval Workflow Reason</b> screen	<a href="#">Approval Workflow Reason</a> on page 265
<b>Approval Workflow Reasons</b> zone	<a href="#">Approval Workflow Reasons</a> on page 265

## Editing a Reason Code

### Procedure

To edit a reason code:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **A** and then click **Approval Workflow Reason**.

The **Approval Workflow Reason** screen appears.

- Click the **Edit** (✎) icon in the **Edit** column corresponding to the reason code that you want to edit.

The **Approval Workflow Reason** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Displays the reason code.	Not applicable
Description	Used to modify the description of the reason code.	Yes
Category	Used to modify the category to which the reason code belongs. You can either select <b>Reject</b> or <b>Cancelled</b> .	Yes

- Modify the required details.
- Click **Save**.

The changes made to the reason code are saved.

### Related Topics

For more information on...	See...
<b>Approval Workflow Reason</b> screen	<a href="#">Approval Workflow Reason</a> on page 265
<b>Approval Workflow Reasons</b> zone	<a href="#">Approval Workflow Reasons</a> on page 265

## Deleting a Reason Code

### Procedure

To delete a reason code:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **A** and then click **Approval Workflow Reason**.  
The **Approval Workflow Reason** screen appears.
- Click the **Delete** (🗑) icon in the **Delete** column corresponding to the reason code that you want to delete.  
A message appears confirming whether you want to delete the object.
- Click **OK**.

The reason code is deleted.

### Related Topics

For more information on...	See...
<b>Approval Workflow Reason</b> screen	<a href="#">Approval Workflow Reason</a> on page 265
<b>Approval Workflow Reasons</b> zone	<a href="#">Approval Workflow Reasons</a> on page 265



---

# Chapter

# 6

---

## Multi-Currency Accounts

---

### Topics:

- [Creating Adjustments](#)
- [Generating Bills](#)
- [Applying Payments](#)
- [Monitoring Overdue Debt](#)
- [Generating History](#)

Oracle Revenue Management and Billing allows you to change the currency in which an account is invoiced. While the charges on a bill must be in a single currency, accounts can now be billed in different currencies over time. For example, when a customer opens an account, he/she might be billed in US Dollars. However, with the Multi-Currency Accounts feature enabled, the same account can be billed in Euros in the near future. You can use the Multi-Currency Accounts functionality only when:

- You set the **C1\_MLTCURACC** feature configuration. For more information on how to set the **C1\_MLTCURACC** feature configuration, see [Setting the C1\\_MLTCURACC Feature Configuration](#) on page 392.
- The account's customer class is enabled for open item accounting. In other words, the **Open Item Accounting** check box of the account's customer class is selected.
- The account does not have any active or pending loans, payment plans, payment arrangements, or recurring charge contracts.

The following are some limitations while using the Multi-Currency Accounts functionality:

- Overdue charges in multiple currencies may not be referred to a collection agency. Such cases would be handled via a manual referral.
- Because the account's customer class must be enabled for open-item accounting, you can only use Overdue Processing to collect overdue bills. The Collections and Severance processes are not supported for open-item accounting.
- Write offs involving multiple currencies must be performed manually.
- Budgets, deposits, pay plans, and payment arrangements are not supported.

**Note:** If there is an outstanding debt for an account in more than one currency, the system displays “\*\*\*” instead of the total account balance across the application.

To use the Multi-Currency Accounts functionality, you need to:

- Set the **C1\_MLTCURACC** feature configuration (For more information on how to set the **C1\_MLTCURACC** feature configuration, see [Setting the C1\\_MLTCURACC Feature Configuration](#) on page 392.)
- Define required currencies along with currency symbols
- Define invoice currencies for divisions. This is because while changing the invoice currency of an account, you can only view those invoice currencies that are associated to the account's division.

- Define exchange rates for currencies
- Create tender control and deposit control for every invoice currency defined in the system
- Define an adjustment type that you want to use during currency conversion, and link it to the relevant adjustment profile
- Define an adjustment type that you want to use during Write off process, and link it to the relevant adjustment profile
- Define a contract type that you want to use during over payments to transfer the credit balance to other contracts
- Create an algorithm using the **CM\_MEST** algorithm type, and attach it on the **Match Event Status** algorithm spot in the **Installation Options – Framework** screen
- Set the collection method of the account's customer class to **Overdue**
- Setup auto-pay to debit the bill amount, and not the account's balance
- Setup the account's customer class to keep credits on a separate contract

The following business processes are enhanced for implementing the Multi-Currency Accounts functionality:

- [Creating Adjustments](#) on page 271
- [Generating Bills](#) on page 271
- [Applying Payments](#) on page 271
- [Monitoring Overdue Debt](#) on page 271
- [Generating History](#) on page 271

## Creating Adjustments

---

If you are using the Multi-Currency Accounts functionality, you can create adjustments in the currency which is different from the account's invoice currency.

## Generating Bills

---

A bill is generated in the account's invoice currency. If you change the invoice currency of an account, any new bills will be generated in the new currency. For example, if you have changed the invoice currency of an account from US Dollars to Euros on 1<sup>st</sup> Feb 2010, all the bills generated thereafter will be generated in Euros.

When a bill is completed and adjustments are swept onto the bill, adjustments that are created in the currency which is different from the account's invoice currency will be converted to the account's invoice currency. The system will create a transfer adjustment for each adjustment that is converted to provide complete audit information. The adjustment type specified in the **Transfer Adjustment Type for Currency Conversion** option type of the **C1\_MLTCURACC** feature configuration will be used for the conversion. The original adjustment and the to-side of the transfer adjustment will be placed on the same match event.

Also, during bill completion, the Contract Type – Bill Completion algorithm type, **CREDIT-XFER**, which is usually specified on the credit contract, will automatically convert credit amounts in one currency to the invoice currency before distributing those credits.

## Applying Payments

---

If you are using the Multi-Currency Accounts functionality, you can apply payments in the currency which is different from the account's invoice currency. You must always apply payments in the currency in which the bill is generated.

When applying a payment, you can only select **Bill ID** as the match type. Also, all the tenders for the same payment event must be in the same currency.

## Monitoring Overdue Debt

---

Currency code is now optional while defining collection class overdue rules. When a batch job is processed, the Overdue Debt Monitor will search for overdue rules that match the account's collection class, division, and currency. If overdue rules for that combination are found, those rules will be executed. If the overdue rules are not found, the Overdue Debt Monitor will search for overdue rules that match the account's collection class and division. If overdue rules for that combination are found, those rules will be executed. If the overdue rules are not found, the account will be skipped.

## Generating History

---

If the account has financial transactions in multiple currencies, zero is displayed throughout the **Current Balance** and the **Payoff Balance** columns in the following screens:

- **Account Financial History**
- **Contract Financial History**
- **View Account Financial Transaction History**



---

# Chapter 7

---

## Rules Engine

---

### Topics:

- [Rule Type](#)
- [View Rule Type](#)
- [Rule](#)
- [View Rule](#)
- [Rule Check](#)

A rules engine executes one or more business rules in a runtime production environment. It allows you to define, execute, and maintain these business rules separately from the application code. You can then use these business rules in any program to facilitate operational decisions at runtime. For example, you might use business rules in the Collection module to decide the collection strategy or in the Banking module to derive charges codes or products for the transaction.

A rules engine allows you to classify these rules using the rule type. It also allows you to define the relationship between two or more rules and set the priority for each rule. When a calling program invokes these rules using the rule type, all the effective rules with the specified rule type are executed, starting with the rule having highest priority. For example, a rule with the priority 10 will be executed before a rule with the priority 20.

Each rule contains one or more criteria. Depending on whether the criteria is satisfied, the system either executes the next criteria or indicates whether the rule is true or false. The rules engine allows you to define what should happen when the rule is true or false. In both the cases, you can enforce the system to either:

- Execute any dependent rule
- Execute a rule with the same rule type having lower priority
- Return the output parameters and their values to the calling program

You can define a criteria for a rule only using those parameters that are associated with the rule type defined for the rule. Also, when the rule is true, you can return only those parameters that are associated with the rule type to the calling programs. Therefore, in case you want to use any parameter in the rule, you have to associate it with the rule type as an input and output parameter.

A rules engine also allows you to execute preprocessing and postprocessing algorithms. A preprocessing algorithm is triggered before executing any criteria in the rule. It pre-processes the input parameters and then returns processed values against which the criteria is validated. A postprocessing algorithm is triggered after executing all the criteria in the rule. It post-processes the output parameters and returns the updated values to the calling programs or dependent rules.

Oracle Revenue Management and Billing provides you with the Rule Check utility. It allows you to validate whether rules defined with a specific rule type get executed as expected. On validating, it indicates the sequence in which the rules were executed, the total execution time, and displays the output parameters of the rule that was successfully executed.

## Rule Type

The **Rule Type** screen allows you to create, edit, delete, and copy a rule type. This screen consists of the following zones:

- [Search](#) on page 274

### Search

The **Search** zone allows you to search for a rule type. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Type	Used to specify the rule type.	No
Description	Used to specify the description of the rule type.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Rule Type	Displays the rule type.
Description	Displays the description of the rule type.
View	On clicking the <b>View</b> (  ) icon, the <b>View Rule Type</b> screen appears where you can view the details of the rule type.
Edit	On clicking the <b>Edit</b> (  ) icon, the <b>Edit Rule Type</b> screen appears where you can edit the details of the rule type.
Delete	On clicking the <b>Delete</b> (  ) icon, you can delete the rule type. <b>Note:</b> You can delete a rule type only if the rules are not yet defined using the rule type.
Copy	On clicking the <b>Copy</b> (  ) icon, the <b>Copy Rule Type</b> screen appears where you can create a rule type using an existing rule type.

You can create a new rule type by clicking the **Add** link in the upper right corner of this zone.

### Related Topics

For more information on...	See...
How to search for a rule type	<a href="#">Searching for a Rule Type</a> on page 275
How to view the details of a rule type	<a href="#">Viewing the Rule Type Details</a> on page 279
How to create a rule type	<a href="#">Creating a Rule Type</a> on page 275
How to edit a rule type	<a href="#">Editing a Rule Type</a> on page 276
How to delete a rule type	<a href="#">Deleting a Rule Type</a> on page 277
How to copy a rule type	<a href="#">Copying a Rule Type</a> on page 278

## Searching for a Rule Type

### Procedure

To search for a rule type:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** and then click **Rule Type**.  
The **Rule Type** screen appears.
4. Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

### Related Topics

For more information on...	See...
<b>Rule Type</b> screen	<a href="#">Rule Type</a> on page 274
<b>Search</b> zone	<a href="#">Search</a> on page 274

## Creating a Rule Type

### Prerequisites

To create a rule type, you should have:

- Fields that you want to use as parameters defined in the application

### Procedure

To create a rule type:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** and then click the **Add (+)** icon corresponding to **Rule Type**.

The **Create Rule Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Type	Used to specify the rule type.	Yes
Description	Used to specify the description for the rule type.	Yes

In addition, it contains the **Input and Output Parameters** section. It allows you to specify the fields that you can use as input or output parameters while defining rules of this type. This section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Field	Used to specify the field name.	No

**Tip:** Alternatively, you can access the **Create Rule Type** screen by clicking the **Add** link in the upper right corner of the **Search** zone in the **Rule Type** screen.

4. Enter the required details.

**Note:** You can search for a field by clicking the **Search** (🔍) icon corresponding to the field.

**Note:** If you want to associate more than one field with the rule type, click the **Plus** (+) icon and specify the details. However, if you want to remove a field from the rule type, click the **Minus** (=) icon corresponding to the field.

5. Click **Save**.

The rule type is created.

### Related Topics

For more information on...	See...
<b>Rule Type</b> screen	<a href="#">Rule Type</a> on page 274
<b>Search</b> zone	<a href="#">Search</a> on page 274
How to search for a field	<a href="#">Searching for a Field</a> on page 380

## Editing a Rule Type

### Prerequisites

To edit a rule type, you should have:

- Fields that you want to use as parameters defined in the application

### Procedure

To edit a rule type:

1. Search for the rule type in the **Rule Type** screen.
2. In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the rule type whose details you want to edit.

The **Edit Rule Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Type	Displays the rule type.	Not applicable
Description	Used to modify the description of the rule type.	Yes

In addition, it contains the **Input and Output Parameters** section. It allows you to specify the fields that you can use as input or output parameters while defining rules of this type. This section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Field	Used to specify the field name.	No

**Tip:** Alternatively, you can access the **Edit Rule Type** screen by clicking the **Edit** link in the **View Rule Type** screen.

### 3. Modify the required details.

**Note:** You can search for a field by clicking the **Search** () icon corresponding to the field.

**Note:** If you want to associate more than one field with the rule type, click the **Plus** () icon and specify the details. However, if you want to remove a field from the rule type, click the **Minus** () icon corresponding to the field.

**Note:** You can edit or remove a field from the rule type only if the field is not yet used as an input or output parameter in any rule created using this rule type.

### 4. Click **Save**.

The changes made to the rule type are saved.

#### Related Topics

For more information on...	See...
How to search for a rule type	<a href="#">Searching for a Rule Type</a> on page 275
<b>View Rule Type</b> screen	<a href="#">View Rule Type</a> on page 278
How to search for a field	<a href="#">Searching for a Field</a> on page 380

## Deleting a Rule Type

#### Procedure

To delete a rule type:

1. Search for the rule type in the **Rule Type** screen.
2. In the **Search Results** section, click the **Delete** () icon in the **Delete** column corresponding to the rule type that you want to delete.

A message appears confirming whether you want to delete the rule type.

**Note:** You can delete a rule type only if the rules are not yet defined using the rule type.

3. Click **OK**.

The rule type is deleted.

#### Related Topics

For more information on...	See...
<b>Rule Type</b> screen	<a href="#">Rule Type</a> on page 274
<b>Search</b> zone	<a href="#">Search</a> on page 274

## Copying a Rule Type

Instead of creating a rule type from scratch, you can also create a new rule type using an existing rule type. This process is called copying a rule type. When you copy a rule type, the parameters associated with the original rule type are copied to the new rule type. You can then add or remove parameters from the new rule type.

### Prerequisites

To copy a rule type, you should have:

- Rule type (whose copy you want to create) defined in the application
- Fields that you want to use as parameters defined in the application

### Procedure

To copy a rule type:

1. Search for the rule type in the **Rule Type** screen.
2. In the **Search Results** section, click the **Copy** () icon corresponding to the rule type whose copy you want to create.

The **Copy Rule Type** screen appears.

3. Enter the new rule type and the description for the new rule type.
4. Add or remove parameters from the new rule type.

**Note:** You can search for a field by clicking the **Search** () icon corresponding to the field.

**Note:** If you want to associate more than one field with the rule type, click the **Plus** () icon and specify the details. However, if you want to remove a field from the rule type, click the **Minus** () icon corresponding to the field.

5. Click **Save**.

The new rule type is created.

### Related Topics

For more information on...	See...
<b>Rule Type</b> screen	<a href="#">Rule Type</a> on page 274
<b>Search</b> zone	<a href="#">Search</a> on page 274
How to search for a field	<a href="#">Searching for a Field</a> on page 380

## View Rule Type

---

The **View Rule Type** screen allows you to view the details of a rule type. This screen consists of the following zones:

- [Rule Type Information](#) on page 278

### Rule Type Information

The **Rule Type Information** zone displays information about the rule type. This zone contains the following fields:

Field Name	Field Description
Rule Type	Displays the rule type.
Description	Displays the description of the rule type.

The **Input and Output Parameters** section lists the fields that you can use as input or output parameters while defining rules of this type. It contains the following columns:

Column Name	Column Description
Field	Displays the field name. In addition, this column has a context menu which helps in navigating to the <b>Field</b> screen.

The **Edit** link appears in the upper-right corner of the **Rule Type Information** zone. On clicking the **Edit** link, the **Edit Rule Type** screen appears where you can edit the details of the rule type.

### Related Topics

For more information on...	See...
How to view the details of a rule type	<a href="#">Viewing the Rule Type Details</a> on page 279

## Viewing the Rule Type Details

### Procedure

To view the details of a rule type:

1. Search for the rule type in the **Rule Type** screen.
2. In the **Search Results** section, click the **View** () icon in the **View** column corresponding to the rule type whose details you want to view.

The **View Rule Type** screen appears.

3. View the details of the rule type in the **Rule Type Information** zone.

### Related Topics

For more information on...	See...
How to search for a rule type	<a href="#">Searching for a Rule Type</a> on page 275
<b>View Rule Type</b> screen	<a href="#">View Rule Type</a> on page 278
<b>Rule Type Information</b> zone	<a href="#">Rule Type Information</a> on page 278

## Rule

---

The **Rule** screen allows you to define, edit, delete, and copy a rule. This screen consists of the following zones:

- [Search](#) on page 279

### Search

The **Search** zone allows you to search for a rule. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Code	Used to specify the rule code.	No
Rule Type	Used to specify the type of the rule.	No
Description	Used to specify the description of the rule.	No
Rule Priority	Used to specify the priority of the rule.	No
Effective Start Date	Used to specify the date from when the rule is effective.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Rule Code	Displays the rule code.
Description	Displays the description of the rule.
Rule Type	Displays the type of the rule.
Rule Priority	Displays the priority of the rule.
Start Date	Displays the date from when the rule is effective.
End Date	Displays the date till when the rule is effective.
Preprocessing Algorithm	Indicates the algorithm that will be triggered before executing the criteria in the rule. It pre-processes the input parameters and then returns processed values against which the criteria is validated.
Postprocessing Algorithm	Indicates the algorithm that will be triggered after executing the criteria in the rule. It post-processes the output parameters and returns the updated values to the calling programs or dependent rules.
View	On clicking the <b>View</b> (  ) icon, the <b>View Rule</b> screen appears where you can view the details of the rule.
Edit	On clicking the <b>Edit</b> (  ) icon, the <b>Edit Rule</b> screen appears where you can edit the details of the rule.
Delete	On clicking the <b>Delete</b> (  ) icon, you can delete the rule. <b>Note:</b> You can delete a rule only if it is not used.
Copy	On clicking the <b>Copy</b> (  ) icon, the <b>Copy Rule</b> screen appears where you can create a rule using an existing rule.

You can create a new rule by clicking the **Add** link in the upper right corner of this zone.

### **Related Topics**

For more information on...	See...
How to search for a rule	<a href="#">Searching for a Rule</a> on page 281
How to view the details of a rule	<a href="#">Viewing the Rule Details</a> on page 292
How to define a rule	<a href="#">Defining a Rule</a> on page 281

For more information on...	See...
How to edit a rule	<a href="#">Editing a Rule</a> on page 285
How to delete a rule	<a href="#">Deleting a Rule</a> on page 288
How to copy a rule	<a href="#">Copying a Rule</a> on page 289

## Searching for a Rule

### Procedure

To search for a rule:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** and then click **Rule**.

The **Rule** screen appears.

4. Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

### Related Topics

For more information on...	See...
<b>Rule</b> screen	<a href="#">Rule</a> on page 279
<b>Search</b> zone	<a href="#">Search</a> on page 279

## Defining a Rule

### Prerequisites

To define a rule, you should have:

- Rule types defined in the application
- Preprocessing and postprocessing algorithms, dependent rules, and parameters defined in the application in case you want to use any of them

### Procedure

To define a rule:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **R** and then click the **Add** (+) icon corresponding to **Rule**.

The **Add Rule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Code	Used to specify the rule code.	Yes
Rule Type	Used to specify the type of the rule.	Yes
Description	Used to specify the description for the rule.	Yes
Rule Priority	Used to specify the priority of the rule. <b>Note:</b> You cannot define two rules with the same rule type and priority in the same duration.	Yes
Effective Start Date	Used to specify the date from when the rule is effective.	Yes
Effective End Date	Used to specify the date till when the rule is effective. <b>Note:</b> The effective end date cannot be earlier than the effective start date.	No
Preprocessing Algorithm	Used to specify the algorithm that will be triggered before executing the criteria in the rule. It pre-processes the input parameters and then returns processed values against which the criteria is validated.	No
Postprocessing Algorithm	Used to specify the algorithm that will be triggered after executing the criteria in the rule. It post-processes the output parameters and returns the updated values to the calling programs or dependent rules.	No
Rule True Action	Used to indicate what should happen when all the criteria in the rule are satisfied and returns <b>Rule is True</b> . You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Next Dependent Rule</b> — Used to indicate that the dependent rule should be executed when the rule is true.</li> <li>• <b>Next Rule by Priority</b> — Used to indicate that the rule of the same rule type having lower priority should be executed when the rule is true.</li> <li>• <b>Success</b> — Used to indicate that no more rules should be executed when the rule is true. The output parameters and their values are returned to the calling programs.</li> </ul>	Yes
Dependent Rule	Used to specify the next dependent rule that must be executed when <b>Next Dependent Rule</b> is selected from the <b>Rule True Action</b> list.	Yes (Conditional) <b>Note:</b> This field is required when you select <b>Next Dependent Rule</b> from the <b>Rule True Action</b> list.

Field Name	Field Description	Mandatory (Yes or No)
Rule False Action	Used to indicate what should happen when any of the criteria in the rule is not satisfied and returns <b>Rule is False</b> . You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Next Dependent Rule</b> — Used to indicate that the dependent rule should be executed when the rule is false.</li> <li>• <b>Next Rule by Priority</b> — Used to indicate that the rule of the same rule type having lower priority should be executed when the rule is false.</li> <li>• <b>Success</b> — Used to indicate that no more rules should be executed when the rule is false. The output parameters and their values are returned to the calling programs.</li> </ul>	Yes
Dependent Rule	Used to specify the next dependent rule that must be executed when <b>Next Dependent Rule</b> is selected from the <b>Rule False Action</b> list.	Yes (Conditional) <b>Note:</b> This field is required when you select <b>Next Dependent Rule</b> from the <b>Rule False Action</b> list.

In addition, it contains the following two sections:

- **Rule Output Parameters** — Used to specify the output parameters that must be returned to the calling programs or dependent rules when all the criteria in the rule are satisfied. This section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Parameter Name	Used to specify the parameter.	Yes
Parameter Value	Used to specify the value for the parameter.	Yes

- **Criteria** — Used to define criteria for the rule. This section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sequence Number	Used to indicate the order in which the criteria should be executed in the rule.	Yes
Parameter Name	Used to indicate whether you want to specify the field or algorithm as the input parameter, and accordingly specify the field name or algorithm code.	Yes
Operator	Used to specify the relational operator to define the relation between the parameter name and value.	Yes
Parameter Value	Used to specify the parameter value.	Yes

Column Name	Column Description	Mandatory (Yes or No)
Is True	Used to indicate what should happen when the condition is true (satisfied). You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Check next condition</b> — Used to indicate that the condition with consecutive sequence number should be executed.</li> <li>• <b>Rule is false</b> — Used to indicate that the action specified in the <b>Rule False Action</b> field should be executed.</li> <li>• <b>Rule is true</b> — Used to indicate that the action specified in the <b>Rule True Action</b> field should be executed.</li> </ul>	Yes
Is False	Used to indicate what should happen when the condition is false (not satisfied). You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Check next condition</b> — Used to indicate that the condition with consecutive sequence number should be executed.</li> <li>• <b>Rule is false</b> — Used to indicate that the action specified in the <b>Rule False Action</b> field should be executed.</li> <li>• <b>Rule is true</b> — Used to indicate that the action specified in the <b>Rule True Action</b> field should be executed.</li> </ul>	Yes
Is Insufficient	Used to indicate what should happen when the data is insufficient. You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Check next condition</b> — Used to indicate that the condition with consecutive sequence number should be executed.</li> <li>• <b>Rule is false</b> — Used to indicate that the action specified in the <b>Rule False Action</b> field should be executed.</li> <li>• <b>Rule is true</b> — Used to indicate that the action specified in the <b>Rule True Action</b> field should be executed.</li> </ul>	Yes

**Tip:** Alternatively, you can access the **Add Rule** screen by clicking the **Add** link in the upper right corner of the **Search** zone in the **Rule** screen.

4. Enter the required details.

**Note:** You can search for a parameter, dependent rule and an algorithm by clicking the **Search**  icon corresponding to the respective field.

**Note:** If you want to associate more than one output parameter with the rule or define more than one criteria for the rule, click the **Plus**  icon and specify the details. However, if you want to remove an output parameter or a criteria from the rule, click the **Minus**  icon corresponding to it.

## 5. Click **Save**.

The rule is defined.

### Related Topics

For more information on...	See...
<b>Rule</b> screen	<a href="#">Rule</a> on page 279
<b>Search</b> zone	<a href="#">Search</a> on page 279
How to search for a parameter	<a href="#">Searching for a Parameter</a> on page 384
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 376
How to search for a dependent rule	<a href="#">Searching for a Dependent Rule</a> on page 383

## Editing a Rule

### Prerequisites

To edit a rule, you should have:

- Preprocessing and postprocessing algorithms, dependent rules, and parameters defined in the application in case you want to use any of them

### Procedure

To edit a rule:

- Search for the rule in the **Rule** screen.
- In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the rule whose details you want to edit.

The **Edit Rule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Code	Displays the rule code.	Not applicable
Rule Type	Displays the type of the rule.	Not applicable
Description	Used to modify the description of the rule.	Yes
Rule Priority	Used to modify the priority of the rule. <b>Note:</b> You cannot define two rules with the same rule type and priority in the same duration.	Yes
Effective Start Date	Displays the date from when the rule is effective.	Not applicable
Effective End Date	Used to modify the date till when the rule is effective. <b>Note:</b> The effective end date cannot be earlier than the effective start date.	No
Preprocessing Algorithm	Used to modify the algorithm that will be triggered before executing the criteria in the rule. It pre-processes the input parameters and then returns processed values against which the criteria is validated.	No

Field Name	Field Description	Mandatory (Yes or No)
Postprocessing Algorithm	Used to modify the algorithm that will be triggered after executing the criteria in the rule. It post-processes the output parameters and returns the updated values to the calling programs or dependent rules.	No
Rule True Action	Used to indicate what should happen when all the criteria in the rule are satisfied and returns <b>Rule is True</b> . You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Next Dependent Rule</b> — Used to indicate that the dependent rule should be executed when the rule is true.</li> <li>• <b>Next Rule by Priority</b> — Used to indicate that the rule of the same rule type having lower priority should be executed when the rule is true.</li> <li>• <b>Success</b> — Used to indicate that no more rules should be executed when the rule is true. The output parameters and their values are returned to the calling programs.</li> </ul>	Yes
Dependent Rule	Used to modify the next dependent rule that must be executed when <b>Next Dependent Rule</b> is selected from the <b>Rule True Action</b> list.	Yes (Conditional) <b>Note:</b> This field is required when you select <b>Next Dependent Rule</b> from the <b>Rule True Action</b> list.
Rule False Action	Used to indicate what should happen when any of the criteria in the rule is not satisfied and returns <b>Rule is False</b> . You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Next Dependent Rule</b> — Used to indicate that the dependent rule should be executed when the rule is false.</li> <li>• <b>Next Rule by Priority</b> — Used to indicate that the rule of the same rule type having lower priority should be executed when the rule is false.</li> <li>• <b>Success</b> — Used to indicate that no more rules should be executed when the rule is false. The output parameters and their values are returned to the calling programs.</li> </ul>	Yes
Dependent Rule	Used to modify the next dependent rule that must be executed when <b>Next Dependent Rule</b> is selected from the <b>Rule False Action</b> list.	Yes (Conditional) <b>Note:</b> This field is required when you select <b>Next Dependent Rule</b> from the <b>Rule False Action</b> list.

In addition, it contains the following two sections:

- **Rule Output Parameters** — Used to specify the output parameters that must be returned to the calling programs or dependent rules when all the criteria in the rule are satisfied. This section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Parameter Name	Used to modify the parameter.	Yes
Parameter Value	Used to modify the value of the parameter.	Yes

- **Criteria** — Used to define criteria for the rule. This section contains the following columns:

Column Name	Column Description	Mandatory (Yes or No)
Sequence Number	Used to indicate the order in which the criteria should be executed in the rule.	Yes
Parameter Name	Used to indicate whether you want to specify the field or algorithm as the input parameter, and accordingly specify the field name or algorithm code.	Yes
Operator	Used to modify the relational operator to define the relation between the parameter name and value.	Yes
Parameter Value	Used to modify the parameter value.	Yes
Is True	Used to indicate what should happen when the condition is true (satisfied). You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Check next condition</b> — Used to indicate that the condition with consecutive sequence number should be executed.</li> <li>• <b>Rule is false</b> — Used to indicate that the action specified in the <b>Rule False Action</b> field should be executed.</li> <li>• <b>Rule is true</b> — Used to indicate that the action specified in the <b>Rule True Action</b> field should be executed.</li> </ul>	Yes
Is False	Used to indicate what should happen when the condition is false (not satisfied). You can select either of the following values: <ul style="list-style-type: none"> <li>• <b>Check next condition</b> — Used to indicate that the condition with consecutive sequence number should be executed.</li> <li>• <b>Rule is false</b> — Used to indicate that the action specified in the <b>Rule False Action</b> field should be executed.</li> <li>• <b>Rule is true</b> — Used to indicate that the action specified in the <b>Rule True Action</b> field should be executed.</li> </ul>	Yes

Column Name	Column Description	Mandatory (Yes or No)
Is Insufficient	Used to indicate what should happen when the data is insufficient. You can select either of the following values: <ul style="list-style-type: none"> <li><b>Check next condition</b> — Used to indicate that the condition with consecutive sequence number should be executed.</li> <li><b>Rule is false</b> — Used to indicate that the action specified in the <b>Rule False Action</b> field should be executed.</li> <li><b>Rule is true</b> — Used to indicate that the action specified in the <b>Rule True Action</b> field should be executed.</li> </ul>	Yes

**Tip:** Alternatively, you can access the **Edit Rule** screen by clicking the **Edit** link in the **View Rule** screen.

3. Modify the required details.

**Note:** You can search for a parameter, dependent rule and an algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

4. Add or remove output parameters or criteria from the rule, if required.

**Note:** If you want to associate more than one output parameter with the rule or define more than one criteria for the rule, click the **Plus** (+) icon and specify the details. However, if you want to remove an output parameter or a criteria from the rule, click the **Minus** (=) icon corresponding to it.

5. Click **Save**.

The changes made to the rule are saved.

### **Related Topics**

For more information on...	See...
<b>Rule</b> screen	<a href="#">Rule</a> on page 279
<b>Search</b> zone	<a href="#">Search</a> on page 279
How to search for a parameter	<a href="#">Searching for a Parameter</a> on page 384
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 376
How to search for a dependent rule	<a href="#">Searching for a Dependent Rule</a> on page 383

## Deleting a Rule

### **Procedure**

To delete a rule:

1. Search for the rule in the **Rule** screen.
2. In the **Search Results** section, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the rule that you want to delete.

A message appears confirming whether you want to delete the rule.

**Note:** You can delete a rule only if it is not used.

3. Click **OK**.

The rule is deleted.

### Related Topics

For more information on...	See...
<b>Rule</b> screen	<a href="#">Rule</a> on page 279
<b>Search</b> zone	<a href="#">Search</a> on page 279

## Copying a Rule

Instead of creating a rule from scratch, you can also create a new rule using an existing rule. You can do this by copying a rule. When you copy a rule, the output parameters and criteria defined for the original rule are copied to the new rule. You can then add or remove parameters or criteria from the new rule.

### Prerequisites

To copy a rule, you should have:

- Rule (whose copy you want to create) defined in the application
- Preprocessing and postprocessing algorithms, dependent rules, and parameters defined in the application in case you want to use any of them

### Procedure

To copy a rule:

1. Search for the rule in the **Rule** screen.
2. In the **Search Results** section, click the **Copy** () icon corresponding to the rule whose copy you want to create.

The **Copy Rule** screen appears.

3. Enter the new rule code and the description for the new rule.
4. Add or remove output parameters or criteria from the new rule.

**Note:** You can search for a parameter, dependent rule and an algorithm by clicking the **Search** () icon corresponding to the respective field.

**Note:** If you want to associate more than one output parameter with the rule or define more than one criteria for the rule, click the **Plus** () icon and specify the details. However, if you want to remove an output parameter or a criteria from the rule, click the **Minus** () icon corresponding to it.

5. Click **Save**.

The new rule is defined.

### Related Topics

For more information on...	See...
<b>Rule</b> screen	<a href="#">Rule</a> on page 279
<b>Search</b> zone	<a href="#">Search</a> on page 279
How to define a rule	<a href="#">Defining a Rule</a> on page 281

For more information on...	See...
How to search for a parameter	<a href="#">Searching for a Parameter</a> on page 384
How to search for an algorithm	<a href="#">Searching for an Algorithm</a> on page 376
How to search for a dependent rule	<a href="#">Searching for a Dependent Rule</a> on page 383

## View Rule

---

The **View Rule** screen allows you to view the details of a rule. This screen consists of the following zones:

- [Rule Information](#) on page 290

### Rule Information

The **Rule Information** zone displays information about the rule. This zone contains the following fields:

Field Name	Field Description
Rule Code	Displays the rule code.
Rule Type	Indicates the type of the rule.
Description	Displays the description of the rule.
Rule Priority	Indicates the priority of the rule.
Effective Start Date	Displays the date from when the rule is effective.
Effective End Date	Displays the date till when the rule is effective.
Preprocessing Algorithm	Indicates the algorithm that will be triggered before executing the criteria in the rule. It pre-processes the input parameters and then returns processed values against which the criteria is validated.
Postprocessing Algorithm	Indicates the algorithm that will be triggered after executing the criteria in the rule. It post-processes the output parameters and returns the updated values to the calling programs or dependent rules.
Rule True Action	Indicates what should happen when all the criteria in the rule are satisfied and returns <b>Rule is True</b> .
Dependent Rule	Indicates the next dependent rule that must be executed when <b>Next Dependent Rule</b> is selected from the <b>Rule True Action</b> list.
Rule False Action	Indicates what should happen when any of the criteria in the rule is not satisfied and returns <b>Rule is False</b> .
Dependent Rule	Indicates the next dependent rule that must be executed when <b>Next Dependent Rule</b> is selected from the <b>Rule False Action</b> list.

In addition, it contains the following two sections:

- **Rule Output Parameters** — Lists the output parameters that must be returned to the calling programs or dependent rules when all the criteria in the rule are satisfied. This section contains the following columns:

Column Name	Column Description
Parameter Name	Displays the name of the parameter. In addition, this column has a context menu which helps in navigating to the <b>Field</b> screen.
Parameter Value	Displays the value of the parameter.

- **Criteria** — Lists the criteria defined in the rule. This section contains the following columns:

Column Name	Column Description
Sequence Number	Indicates the order in which the criteria should be executed in the rule.
Parameter Name	Indicates whether you want to specify the field or algorithm as the input parameter, and accordingly displays the field name or algorithm code. In addition, this column has a context menu which helps in navigating to the <b>Field</b> screen.
Operator	Indicates the relational operator used to define the relation between the parameter name and value.
Parameter Value	Displays the parameter value.
Is True	Indicates what should happen when the condition is true (satisfied). The valid values are: <ul style="list-style-type: none"> <li>• <b>Check next condition</b> — Indicates that the condition with consecutive sequence number should be executed.</li> <li>• <b>Rule is false</b> — Indicates that the action specified in the <b>Rule False Action</b> field should be executed.</li> <li>• <b>Rule is true</b> — Indicates that the action specified in the <b>Rule True Action</b> field should be executed.</li> </ul>
Is False	Indicates what should happen when the condition is false (not satisfied). The valid values are: <ul style="list-style-type: none"> <li>• <b>Check next condition</b> — Indicates that the condition with consecutive sequence number should be executed.</li> <li>• <b>Rule is false</b> — Indicates that the action specified in the <b>Rule False Action</b> field should be executed.</li> <li>• <b>Rule is true</b> — Indicates that the action specified in the <b>Rule True Action</b> field should be executed.</li> </ul>
Is Insufficient	Indicates what should happen when the data is insufficient. The valid values are: <ul style="list-style-type: none"> <li>• <b>Check next condition</b> — Indicates that the condition with consecutive sequence number should be executed.</li> <li>• <b>Rule is false</b> — Indicates that the action specified in the <b>Rule False Action</b> field should be executed.</li> <li>• <b>Rule is true</b> — Indicates that the action specified in the <b>Rule True Action</b> field should be executed.</li> </ul>

The **Edit** link appears in the upper-right corner of the **Rule Information** zone. On clicking the **Edit** link, the **Edit Rule** screen appears where you can edit the details of the rule.

### **Related Topics**

For more information on...	See...
How to view the details of a rule	<a href="#">Viewing the Rule Details</a> on page 292

## Viewing the Rule Details

### Procedure

To view the details of a rule:

1. Search for the rule in the **Rule** screen.
2. In the **Search Results** section, click the **View** () icon in the **View** column corresponding to the rule whose details you want to view.

The **View Rule** screen appears.

3. View the details of the rule in the **Rule Information** zone.

### Related Topics

For more information on...	See...
How to search for a rule	<a href="#">Searching for a Rule</a> on page 281
<b>View Rule</b> screen	<a href="#">View Rule</a> on page 290
<b>Rule Information</b> zone	<a href="#">Rule Information</a> on page 290

## Rule Check

The **Rule Check** screen allows you to validate whether rules defined with a specific rule type get executed as expected. On validating, it indicates the sequence in which the rules were executed, the total execution time, and the output parameters of the rule that was successfully executed. This screen consists of the following zones:

- [Rule Check](#) on page 292

### Rule Check

The **Rule Check** zone allows you to validate whether rules defined with a specific rule type get executed as expected. It displays complete audit trail of all the rules that were executed along with the total execution time. This zone consists of the following sections:

- **Rule Input Parameters** — This sections contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Type	Used to specify the rule type.	Yes
Parameter Name	Used to specify the input parameter.	Yes
Parameter Value	Used to specify the value of the input parameter.	Yes

In addition, this section contains the **Check Rule** button. On clicking the button, you can validate the sequence in which the rules with the specified rule type are executed.

- **Rule Output Parameters** — This section contains the following fields:

Field Name	Field Description
Status	Displays the status of the rule execution. The valid values are: <ul style="list-style-type: none"> <li>• <b>Success</b> — Indicates that one of the rule was successfully executed and returned the output parameters.</li> <li>• <b>Fail</b> — Indicates that none of the rules with the specified rule type were successfully executed.</li> <li>• <b>Error</b> — Indicates that an error occurred while executing a rule.</li> </ul>
Execution Time	Displays the total time taken to execute a set of rules.
Error	Displays the error message indicating the error that occurred while executing a rule. <b>Note:</b> This field appears only when the status is <b>Error</b> .

In addition, this section contains the following columns:

Column Name	Column Description
Parameter Name	Displays the output parameter of the rule that was successfully executed.
Parameter Value	Displays the value of the output parameter.

- **Rule Execution** — Indicates the sequence in which the rules with the specified rule type were executed. This section contains the following columns:

Column Name	Column Description
Rule Code	Displays the rule code.
Rule Type	Displays the type of the rule.
Rule Priority	Displays the priority of the rule.
Rule Status Flag	Indicates whether the rule was true or false.
Rule Next Action	Indicates the action that took place when the rule was true or false.

### Related Topics

For more information on...	See...
How to perform a rule check	<a href="#">Performing Rule Check</a> on page 293

## Performing Rule Check

### Procedure

To perform a rule check:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **R** and then click **Rule Check**.  
The **Rule Check** screen appears.
4. Select the rule type from the list to indicate the type of rules you want to validate.

5. Enter the input parameters and their values using which you want to validate the rules.
6. Click **Check Rule**.

The rules with the specified rule type are executed based on the priority defined for each rule. The status of the rule execution and the total execution time along with the output parameters are displayed in the **Rule Output Parameters** section. Also, you can view the sequence in which the rules were executed in the **Rule Execution** section.

#### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
<b>Rule Check</b> screen	<a href="#">Rule Check</a> on page 292
<b>Rule Check</b> zone	<a href="#">Rule Check</a> on page 292

---

# Chapter

# 8

---

## Alternate Sequential Invoice Numbers

---

### Topics:

- [Setting Alternate Sequential Invoice Numbers](#)

Oracle Revenue Management and Billing now allows you to configure the application to generate alternate sequential bill or invoice numbers which can be either unique across the globe or within the division. The **ASSGNSBN** batch control allows you to generate alternate sequential bill or invoice numbers. However, you can only generate alternate sequential bill or invoice numbers for bills that are complete and for which the alternate sequential bill or invoice numbers are not yet generated.

This batch control contains the **DIV-RESTRICT** parameter. It allows you to specify whether you want to generate alternate sequential bill or invoice numbers only for bills generated in a specific division. For example, if you specify **NEWYK** as the value for the **DIV-RESTRICT** parameter, the system will generate alternate sequential bill or invoice numbers only for bills generated in New York.

However, if you do not specify any value for the **DIV-RESTRICT** parameter, the system will generate alternate sequential bill or invoice numbers for bills generated in all the divisions.

## Setting Alternate Sequential Invoice Numbers

---

### Procedure

To set alternate sequential bill or invoice numbers:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **I** and then click **Installation Options**.

The **Installation Options** screen appears.

4. Click the **Billing** tab.

The **Billing** tab appears.

5. Select the **Use Sequential Bill Numbers** check box to indicate that you want to generate alternate sequential bill or invoice numbers.

The **Sequential Invoice** and the **Sequence Generation Algorithm** fields are enabled.

6. Select the **System-wide** or the **Division-specific** option from the **Sequential Invoice** list depending on whether you want alternate sequential bill or invoice numbers to be unique across the globe or within the division.

7. Do either of the following:

If you want	Then
Alternate sequential bill or invoice numbers to be unique across the globe	<ol style="list-style-type: none"> <li>1. Enter the algorithm code in the <b>Sequence Generation Algorithm</b> field to indicate how the alternate bill or invoice numbers which are unique across the globe should be sequenced.  <b>Note:</b> The <b>C1_ALTBLLSYS</b> is a standard algorithm that is shipped with ORMB. It allows you to generate alternate sequential bill or invoice numbers which are unique across the globe. You can use this standard algorithm or create your own algorithm with custom logic.</li> <li>2. Click the <b>Save</b> link in the <b>Actions/Navigation</b> area.  The changes made to the installation options are saved.</li> </ol>
Alternate sequential bill or invoice numbers to be unique within the division	<ol style="list-style-type: none"> <li>1. Click the <b>Save</b> link in the <b>Actions/Navigation</b> area.  The changes made to the installation options are saved.</li> <li>2. Search for the division for which you want to generate alternate sequential bill or invoice numbers which are unique within the division.  The <b>Division</b> screen appears.</li> <li>3. Click the <b>Algorithms</b> tab.  The <b>Algorithms</b> tab appears.</li> </ol>

If you want	Then
	<ol style="list-style-type: none"> <li data-bbox="686 205 1399 262">4. Select the <b>Division Specific Algorithm</b> option from the <b>Division Alg Entity</b> list.</li> <li data-bbox="686 296 1399 352">5. Enter the sequence number to indicate the order in which the algorithms for each entity should be executed.</li> <li data-bbox="686 386 1399 478">6. Enter the algorithm code in the respective field to indicate how alternate bill or invoice numbers which are unique within the division should be sequenced.  <b>Note:</b> The <b>C1_ALTBLLDIV</b> is a standard algorithm that is shipped with ORMB. It allows you to generate alternate sequential bill or invoice numbers which are unique within the division. You can use this standard algorithm or create your own algorithm with custom logic.</li> <li data-bbox="686 680 1399 753">7. Click the <b>Save</b> link in the <b>Actions/Navigation</b> area.  The changes made to the division are saved.</li> </ol>

**Related Topics**

For more information on...	See...
<b>Division</b> screen	<a href="#">Division</a> on page 155
How to search for an algorithm	



---

# Chapter 9

---

## Transaction Feed Management

---

### Topics:

- [Transaction Feed Management Process](#)
- [Transaction Status Transition](#)
- [CSV File Format](#)
- [Feed Management Dashboard](#)
- [View Billed Transactions](#)
- [Transaction Details](#)
- [Transaction Source](#)
- [Transaction Record Type](#)
- [Transaction Aggregation Rule](#)
- [Schedule](#)

Oracle Revenue Management and Billing provides you with a facility to upload banking transactions received from various product processors or banking applications for billing. You can use Open Data-Link Interface (ODI) to upload transaction data files in various formats, such as CSV, XML, and Fixed Length. Oracle Revenue Management and Billing provides an out of box sample interface with ODI that maps the flat file in .CSV format to various tables (such as, Transaction Header and Transaction Detail) in the system. You can customize the sample interface to support various other file formats, such as XML and Fixed Length. You can also upload transaction data directly from various product processors or banking applications.

In case you want to use the sample interface, you need to ensure that the CSV file is in the required format. For more information about the CSV file format, see [CSV File Format](#) on page 306.

Once the transaction data is uploaded in the system, you need to:

- Validate Data
- Determine Initial Product
- Create Billable Charge
- Complete Billable Charge

During the transaction feed management process, each transaction goes through various statuses until it is billed to the customer. For more information about the transaction statuses, see [Transaction Status Transition](#) on page 305.

To setup the transaction feed management process, you need to define the following:

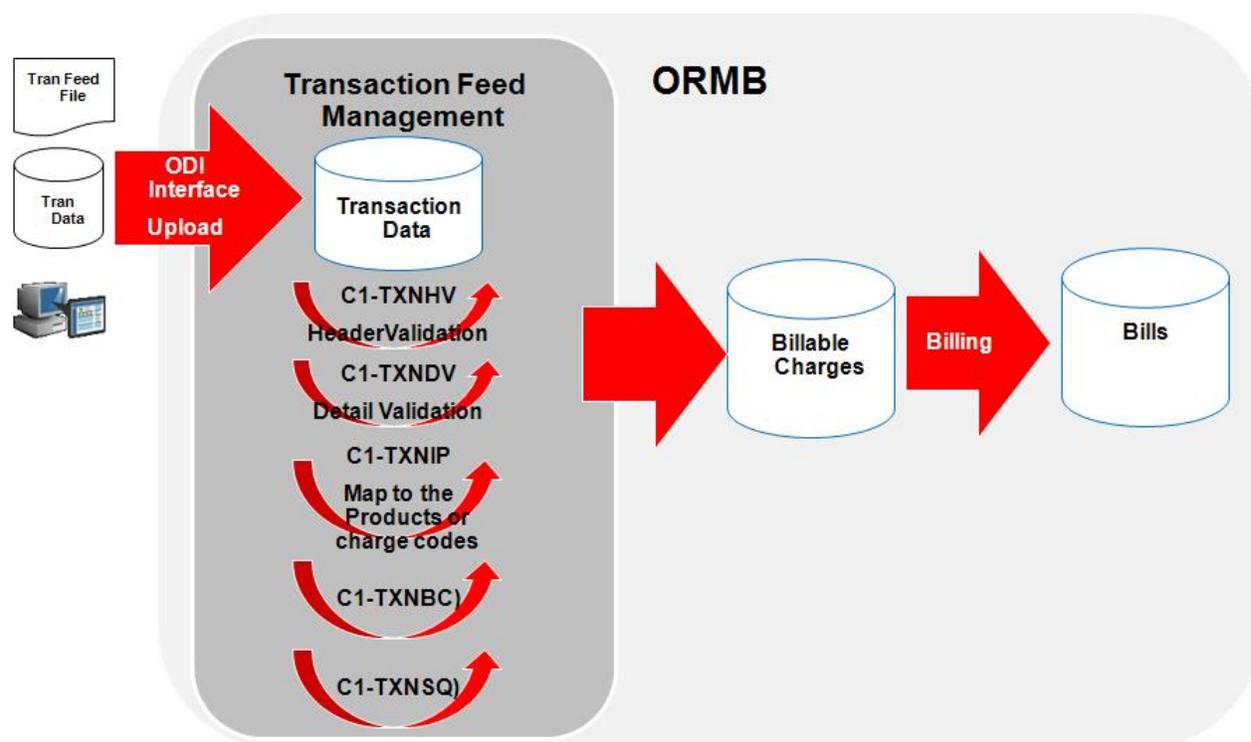
- Transaction Source
- Transaction Record Type
- Transaction Aggregation Rule
- Aggregation Schedule
- Rules for Initial Product Determination

## Transaction Feed Management Process

The transaction feed management process includes the following sub-processes:

- [Validation](#) on page 300
- [Initial Product Determination](#) on page 302
- [Aggregation](#) on page 302 (includes two processes — Billable Charge Creation and Billable Charge Completion)
- [Disaggregation](#) on page 303
- [Cancellation](#) on page 304

The following figure graphically explains the transaction feed management process:



### Validation

In the validation process, the file and transaction level validations are done to check the integrity of the data. This process includes the following two sub-processes:

- **File or Header Validation** — Once the file is uploaded in the system, you can execute the **C1-TXNHV** batch to validate the file or header level information. It checks whether:
  - The following file header information is available:
    - Header Date (in the required format)
    - Transaction Header ID
    - Total Number of Transactions
    - Total Transaction Volume

- Total Transaction Amount
- Transaction Source
- Sum of the transaction records matches the total transaction records
- Sum of the transaction amount matches the total transaction amount
- Sum of the transaction volume matches the total transaction volume
- Feed with the same header date and header ID is not available in the system

In case any validation fails, the status of the feed and all the transactions in the feed is changed to **Error**. The **C1-TXNHV** batch is a multi-threaded batch. You can specify either of the following parameters while executing this batch:

Parameter Name	Description
Transaction Source	Used when you want to validate transaction feeds received from a particular transaction source.
Transaction Header ID	Used when you want to validate a particular transaction feed.

- **Transaction Validation** — Once the file or header validation is done, you can execute the **C1-TXNDV** batch to validate the transaction records. It checks whether:
  - The following transaction information is available:
    - Transaction Record Type
    - Transaction Date
    - Division
    - Account Identifier
    - Transaction Volume
    - Transaction Amount
    - Transaction Currency
    - Credit/Debit Indicator
    - External Reference Number
    - UDF\_AMT\_1 if UDF\_CCY\_1 is specified.
    - UDF\_CCY\_1 if UDF\_AMT\_1 is specified.
    - UDF\_AMT\_2 if UDF\_CCY\_2 is specified.
    - UDF\_CCY\_2 if UDF\_AMT\_2 is specified.
    - UDF\_AMT\_3 if UDF\_CCY\_3 is specified.
    - UDF\_CCY\_3 if UDF\_AMT\_3 is specified.
    - UDF\_AMT\_4 if UDF\_CCY\_4 is specified.
    - UDF\_CCY\_4 if UDF\_AMT\_4 is specified.
    - UDF\_AMT\_5 if UDF\_CCY\_5 is specified.
    - UDF\_CCY\_5 if UDF\_AMT\_5 is specified.
  - Transaction record type is defined for the transaction source in the system
  - Division is defined in the system

In case any validation fails, the status of the transaction is changed to **Error**. The **C1-TXNDV** batch is a multi-threaded batch. You can specify either of the following parameters while executing this batch:

Parameter Name	Description
Transaction Source	Used when you want to validate transactions received from a particular transaction source.
Transaction Header ID	Used when you want to validate transactions of a particular feed.
Division	Used when you want to validate transactions that belong to a particular division.

## Initial Product Determination

Once the transactions are validated, a product is determined for a transaction using certain business rules. These business rules are invoked through a rule type. Depending on the transaction record type, a rule type is invoked for each transaction. The effective rules with the specified rule type are executed, starting with the rule having highest priority, until a rule is satisfied. For example, a rule with the priority 10 will be executed before a rule with the priority 20.

Each rule contains one or more criteria. Suppose, you define a rule stating that if the transaction record type is R001 and the division is New York, then the output parameter is Product 3. Now, when this rule is executed and the transaction satisfies these criteria, then the transaction is mapped to Product 3. In case, the rule has two output parameters (for example, Product 1 and Product 2), the transaction will be mapped to both the products. In other words, a transaction can be mapped to one or more products or to one or more product and TOU combinations.

You can execute the **C1-TXNIP** batch to determine a product for a transaction. You can specify either of the following parameters while executing this batch:

Parameter Name	Description
Transaction Source	Used when you want to derive a product for transactions received from a particular transaction source.
Transaction Header ID	Used when you want to derive a product for transactions in a particular feed.
Division	Used when you want to derive a product for transactions that belong to a particular division.

### Related Topics

For more information on...	See...
Rules Engine	<a href="#">Rules Engine</a> on page 273
How to create a rule type	<a href="#">Creating a Rule Type</a> on page 275
How to define a rule	<a href="#">Defining a Rule</a> on page 281

## Aggregation

Once the initial product mapping is complete, you can aggregate the transactions and create a billable charge. This process includes the following two processes:

- **Billable Charge Creation** — This process consists of the following two sub-processes:
  - **Final Product Mapping** — In this process, the system checks whether effective pricing is available for a product which is mapped to a transaction at the account level. If the pricing is not available for the product, the system checks whether the product belongs to any regular bundle for which effective pricing is available at the account level. If the product belongs to any regular bundle, the system considers the bundle as the final product and maps it to the transaction. In case the system does not find the product pricing, the status of the transaction is changed to **Error**.

- **Billable Charge Generation** — In this process, the system checks the values defined in the following fields:
  - Ignore Transaction
  - Do Not Aggregate Transaction

If the **Ignore Transaction** is set to **Yes**, all the transactions mapped to the product are not considered for billing. In other words, no billable charge is created for such transactions. However, if the **Ignore Transaction** is set to **No**, the system checks whether the transactions should be aggregated for billing. If the **Do Not Aggregate Transaction** is set **Yes**, the system creates one billable charge (with the **Pending** status) for each transaction. However, if the **Do Not Aggregate Transaction** is set **No**, the system creates one billable charge (with the **Pending** status) for all the transactions having the same transaction date, product, and TOU combination.

You can execute the billable charge creation process using a multi-threaded batch named **C1-TXNBC**. You can specify either of the following parameters while executing this batch:

Parameter Name	Description
Transaction Source	Used when you want to create billable charges for transactions received from a particular transaction source.
Transaction Header ID	Used when you want to create billable charges for transactions in a particular feed.
Division	Used when you want to create billable charges for transactions that belong to a particular division.

- **Billable Charge Completion** — In this process, the system uses the transaction aggregation rule defined for the product — division combination. Depending on the transaction aggregation rule, the system aggregates the SQIs using the aggregation function and updates the billable charges with the respective SQI values.

You can execute the billable charge completion process using a multi-threaded batch named **C1-TXNSQ**. You can specify either of the following parameters while executing this batch:

Parameter Name	Description
Transaction Source	Used when you want to update billable charges created for transactions received from a particular transaction source.
Transaction Header ID	Used when you want to update billable charges created for transactions in a particular feed.
Division	Used when you want to update billable charges created for transactions that belong to a particular division.

## Disaggregation

Since the aggregation cycle is different from the billing cycle, there might be situations when due to pricing changes, the billable charges are no longer valid. In such cases, you need to disaggregate the transactions.

In the following scenarios, the system automatically creates an appropriate entry in the Disaggregation table:

- Effective pricing for a product that is assigned to an account is overridden
- Effective pricing for a product that is assigned to a customer is overridden
- The following details in the product pricing assigned to an account or a customer is changed:
  - Issue Currency (TOU)
  - Effective Start Date
  - Effective End Date
  - Aggregation Schedule

- Ignore Transaction
- Do Not Aggregate Transaction
- A price list is assigned to an account
- A price list assignment has expired or a price list is no longer available to an account
- A price list is assigned to a customer
- A price list assignment has expired or a price list is no longer available to a customer

You can then execute a multi-threaded batch named **C1-TXNDA** which will read the entries in the Disaggregation table and then disaggregate the transactions. The corresponding billable charges will be deleted and the status of the transactions will be changed to **Initial Product Determined**.

However, there are various other scenarios where you have to disaggregate the transactions. But, at the moment, the system does not create an entry for these scenarios in the Disaggregation table. You will have to manually add an appropriate entry in this table. These scenarios include:

- A product is added to a price list
- The following details in the product pricing assigned to a price list is changed:
  - Issue Currency (TOU)
  - Effective Start Date
  - Effective End Date
  - Aggregation Schedule
  - Ignore Transaction
  - Do Not Aggregate Transaction
- A new bundle is created
- A product is added to a bundle
- A product is removed from a bundle
- A bundle is eliminated (that is, all its products are removed)
- A product is added
- A price list hierarchy is updated
- A price list assignment priority is changed
- Transaction aggregation rule for a product — division combination is changed
- Business rules used for initial product mapping are updated

You can specify either of the following parameters while executing the **C1-TXNDA** batch:

Parameter Name	Description
Division	Used when you want to disaggregate transactions that belong to a particular division.
Account ID	Used when you want to disaggregate transactions of a particular account.

## Cancellation

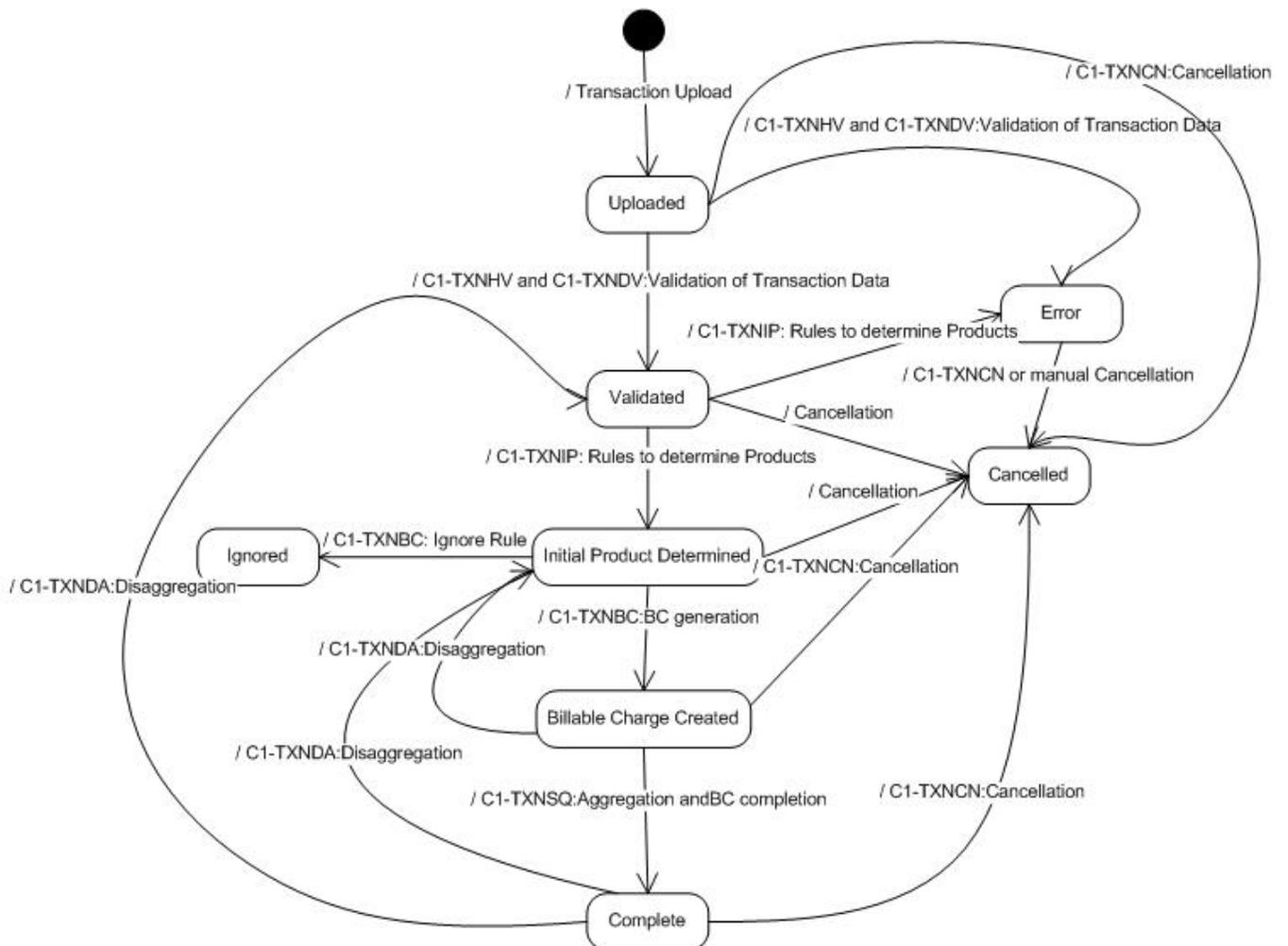
There might be situations when incorrect transaction data file is uploaded in the system. In such cases, the system provides you with an ability to cancel the whole transaction feed. Once the transaction feed is cancelled, the status of the feed and all the transactions in the feed is changed to **Cancelled**. In case, the billable charge created for the transaction is in the **Completed** status, the SQI values are updated in the billable charge.

You can execute a multi-threaded batch named **C1-TXNCN** to cancel a transaction feed. You can specify either of the following parameters while executing this batch:

Parameter Name	Description
Transaction Header ID	Used when you want to cancel a particular transaction feed.
Recalculate SQ	Used when you do not want the SQI values to be recalculated in the cancellation process.  <b>Note:</b> It is recommended that you should use this parameter only when the billable charges are not yet created for the transactions in the feed.

## Transaction Status Transition

The following figure graphically indicates how a transaction moves from one status to another during the transaction feed management process:



## CSV File Format

---

You need to ensure that the CSV file contains the following when you upload the transaction data using the sample interface:

- **File Header** — Every file must have one header record. It should contain the following details:

Column Name	Contains	Description	Mandatory (Yes or No)
A	HDR	Used to indicate that the row contains header information.	Yes
B	Number of Transactions	Used to specify the total number of transaction records in the file.	Yes
C	Header Date	Used to specify the header date.	Yes
D	Transaction Header ID	Used to specify the header ID.	Yes
E	Total Transaction Volume	Used to specify the total transaction volume.	Yes
F	Total Transaction Amount	Used to specify the total transaction amount.	Yes
G	Transaction Source	Used to specify the source from where the transactions are received.	Yes
H	File Name	Used to specify the file name.	Yes

- **Transaction Record** — Every file must have one or more transaction records. It should contain the following details:

Column Name	Contains	Description	Mandatory (Yes or No)
A	Transaction Record Type	Used to specify the record type of the transaction.	Yes
B	Sequence	Used to specify the sequence number of the transaction.	Yes
C	Transaction Date	Used to specify the date when the transaction was performed.	Yes
D	External Reference Number	Used to specify the external reference number of the transaction.	Yes
E	Transaction Volume	Used to specify the transaction volume.	Yes
F	Transaction Amount	Used to specify the transaction amount.	Yes
G	Transaction Currency	Used to specify the currency in which the transaction was performed	Yes
H	Account Identifier	Used to indicate the account for which the transaction was performed.	Yes

Column Name	Contains	Description	Mandatory (Yes or No)
I	Division	Used to specify the division to which the transaction belongs.	Yes
J	Credit/Debit Indicator	Used to indicate whether the transaction is a debit or a credit transaction. The valid values are: <ul style="list-style-type: none"> <li>• Plus (+)</li> <li>• Minus (-)</li> </ul>	Yes
K, L, M, ....., T	UDF_CHAR_1, UDF_CHAR_2, UDF_CHAR_3,..., UDF_CHAR_10	Used to specify additional information about the transaction.	No
U	UDF_AMT_1	Used to specify additional transaction amount.	Yes (Conditional) <b>Note:</b> This data is required if UDF_CCY_1 is specified.
V	UDF_CCY_1	Used to specify additional transaction currency.	Yes (Conditional) <b>Note:</b> This data is required if UDF_AMT_1 is specified.
W	UDF_AMT_2	Used to specify additional transaction amount.	Yes (Conditional) <b>Note:</b> This data is required if UDF_CCY_2 is specified.
X	UDF_CCY_2	Used to specify additional transaction currency.	Yes (Conditional) <b>Note:</b> This data is required if UDF_AMT_2 is specified.
Y	UDF_AMT_3	Used to specify additional transaction amount.	Yes (Conditional) <b>Note:</b> This data is required if UDF_CCY_3 is specified.
Z	UDF_CCY_3	Used to specify additional transaction currency.	Yes (Conditional) <b>Note:</b> This data is required if UDF_AMT_3 is specified.
AA	UDF_AMT_4	Used to specify additional transaction amount.	Yes (Conditional) <b>Note:</b> This data is required if UDF_CCY_4 is specified.

Column Name	Contains	Description	Mandatory (Yes or No)
AB	UDF_CCY_4	Used to specify additional transaction currency.	Yes (Conditional) <b>Note:</b> This data is required if UDF_AMT_4 is specified.
AC	UDF_AMT_5	Used to specify additional transaction amount.	Yes (Conditional) <b>Note:</b> This data is required if UDF_CCY_5 is specified.
AD	UDF_CCY_5	Used to specify additional transaction currency.	Yes (Conditional) <b>Note:</b> This data is required if UDF_AMT_5 is specified.
AE, AF, AG, ..., AN	UDF_NUM_1, UDF_NUM_2, UDF_NUM_3, ..., UDF_NUM_10	Used to specify additional information about the transaction.	No
AO, AP, ..., AS	UDF_Date_1, UDF_Date_2, ..., UDF_Date_5	Used to specify additional information about the transaction.	No

**Note:** If the file does not contain header or transaction records in the required format, ODI will not upload the transaction data in the system. In addition, ODI will not upload the transaction records received from a transaction source which is not yet defined in the system.

## Feed Management Dashboard

The **Feed Management Dashboard** screen allows you to view the details of a transaction feed. You can drill down and view the transaction details of a feed at the division level and at the transaction level. This screen consists of the following zones:

- [Search — Feed Level](#) on page 308
- [Division Level Information](#) on page 310
- [Transaction Level Information](#) on page 310

### Search — Feed Level

The **Search — Feed Level** zone allows you to search for a transaction feed using the various search criteria. You can view the details of a transaction feed which is already uploaded in the system. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Feed Header Date From	Used to search for transaction feeds having header date later than or equal to the specified date.	No
Feed Header Date To	Used to search for transaction feeds having header date earlier than or equal to the specified date.	No

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to search for transaction feeds received from the specified transaction source.	No
File Name	Used to search for a transaction feed based on the file name.	No
Feed Load Date From	Used to search for transaction feeds which are uploaded on or later than the specified date.	No
Feed Load Date To	Used to search for transaction feeds which are uploaded on or earlier than the specified date.	No
Transaction Header ID	Used to search for a transaction feed based on the header ID.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
File Name	Displays the name of the file from where the transaction feed is uploaded.
Transaction Source	Displays the transaction source from where the transaction feed is received.
Transaction Header ID	Displays the transaction header ID. <b>Note:</b> The transaction header ID is generated automatically when the file is uploaded.
Transaction Header External ID	Displays the ID mentioned in the file header.
Feed Header Date	Displays the date mentioned in the file header.
Feed Load Date	Displays the date when the transaction feed was uploaded in the system.
Feed Status	Displays the status of the transaction feed. The valid values are: <ul style="list-style-type: none"> <li>• <b>Validated</b> — Indicates that the file header is validated.</li> <li>• <b>Error</b> — Indicates that the file header validation failed.</li> <li>• <b>Cancelled</b> — Indicates that the transaction feed is cancelled.</li> </ul>
Total Volume	Displays the total transaction volume in the transaction feed.
Uploaded Volume	Displays the total transaction volume in the feed which is uploaded in the system.
Validated Volume	Displays the total transaction volume in the feed which is validated in the system.
Work in Progress Volume	Displays the total transaction volume in the feed for which product is determined and billable charges are created in the system.
Completed Volume	Displays the total transaction volume in the feed for which billable charges are completed in the system.
Error Volume	Displays the total transaction volume in the feed which could not pass through the transaction validation.
Cancelled Volume	Displays the total transaction volume in the feed which is cancelled in the system.
Ignored Volume	Displays the total transaction volume in the feed which is ignored in the system.

### Related Topics

For more information on...	See...
How to search for a transaction feed	<a href="#">Searching for a Transaction Feed</a> on page 311
How to view the division level details of a transaction feed	<a href="#">Viewing Division Level Details of a Transaction Feed</a> on page 312
How to view the transaction details of a division	<a href="#">Viewing Transaction Details of a Division in a Feed</a> on page 312

## Division Level Information

The **Division Level Information** zone allows you to drill down and view the transaction volume details of a feed at the division level. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the division.	No

- **Search Results** — On clicking the **Refresh** button, the search results are filtered based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Division	Indicates the division.
Total Volume	Displays the total transaction volume in the transaction feed for the division.
Uploaded Volume	Displays the total transaction volume of the division which is uploaded in the system.
Validated Volume	Displays the total transaction volume of the division which is validated in the system.
Work in Progress Volume	Displays the total transaction volume of the division for which product is determined and billable charges are created in the system.
Completed Volume	Displays the total transaction volume of the division for which billable charges are completed in the system.
Error Volume	Displays the total transaction volume of the division which could not pass through the transaction validation.
Cancelled Volume	Displays the total transaction volume of the division which is cancelled in the system.
Ignored Volume	Displays the total transaction volume of the division which is ignored in the system.

By default, the **Division Level Information** zone does not appear in the **Feed Management Dashboard** screen. It appears only when you click the **Broadcast** (🔔) icon corresponding to the transaction feed in the **Search — Feed Level** zone.

### Related Topics

For more information on...	See...
How to view the division level details of a transaction feed	<a href="#">Viewing Division Level Details of a Transaction Feed</a> on page 312

## Transaction Level Information

The **Transaction Level Information** zone lists transactions in a feed which belong to a division. This section contains the following columns:

Column Name	Column Description
External Reference Number	Displays the external reference number of the transaction.
Division	Displays the division to which the transaction belongs.
Transaction Record Type	Displays the record type of the transaction.
Transaction Date	Displays the date when the transaction was performed.
Account Identifier Type	Displays the type of the account identifier.
Account Identifier	Indicates the account for which the transaction was performed.
Transaction Volume	Displays the transaction volume.
Transaction Currency	Displays the currency in which the transaction was performed.
Transaction Amount	Displays the transaction amount.
Credit/Debit Indicator	Indicates whether the transaction is a debit or a credit transaction.
Customer Reference Number	Indicates the customer who performed the transaction.
Transaction Status	Displays the status of the transaction.
Bill ID	Displays the bill ID in which the transaction is billed to the customer.

By default, the **Transaction Level Information** zone does not appear in the **Feed Management Dashboard** screen. It appears only when you click the **Broadcast** (  ) icon corresponding to the division in the **Division Level Information** zone.

#### **Related Topics**

For more information on...	See...
How to view the transaction details of a division	<a href="#">Viewing Transaction Details of a Division in a Feed</a> on page 312

## Searching for a Transaction Feed

### **Procedure**

To search for a transaction feed:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Transaction Feed Management** and then click **Feed Management Dashboard**.  
The **Feed Management Dashboard** screen appears.
4. Enter the search criteria in the **Search — Feed Level** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

**Related Topics**

For more information on...	See...
<b>Feed Management Dashboard</b> screen	<a href="#">Feed Management Dashboard</a> on page 308
<b>Search — Feed Level</b> zone	<a href="#">Search — Feed Level</a> on page 308

**Viewing Division Level Details of a Transaction Feed****Procedure**

To view the division level details of a transaction feed:

1. Search for the transaction feed in the **Feed Management Dashboard** screen.
2. In the **Search Results** section, click the **Broadcast** (🔔) icon corresponding to the transaction feed whose *division level details* you want to view.

The **Division Level Information** zone appears.

3. View the transaction volume details of each division in the **Division Level Information** zone.

**Related Topics**

For more information on...	See...
How to search for a transaction feed	<a href="#">Searching for a Transaction Feed</a> on page 311
<b>Division Level Information</b> zone	<a href="#">Division Level Information</a> on page 310

**Viewing Transaction Details of a Division in a Feed****Procedure**

To view the transaction details of a division in a feed:

1. Search for the transaction feed in the **Feed Management Dashboard** screen.
2. In the **Search Results** section, click the **Broadcast** (🔔) icon corresponding to the transaction feed whose *details* you want to view.

The **Division Level Information** zone appears.

3. Click the **Broadcast** (🔔) icon corresponding to the division whose transaction details you want to view.

The **Transaction Level Information** zone appears.

4. View the list of the transactions that belong to the division in the **Transaction Level Information** zone.

**Related Topics**

For more information on...	See...
How to search for a transaction feed	<a href="#">Searching for a Transaction Feed</a> on page 311
<b>Division Level Information</b> zone	<a href="#">Division Level Information</a> on page 310
<b>Transaction Level Information</b> zone	<a href="#">Transaction Level Information</a> on page 310

## View Billed Transactions

The **View Billed Transactions** screen allows you to view the transactions that are billed to the customer. This screen consists of the following zones:

- [Search](#) on page 313
- [Bill Segments](#) on page 314
- [Transaction Details](#) on page 315

### Search

The **Search** zone allows you to search for a bill. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to search for bills of accounts that belong to a division.  <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	Yes
Primary Account Identifier Type	Used to select the identifier type based on which you want to search for bills of an account.	Yes (Conditional)  <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Primary Account Identifier	Used to specify the primary account identifier of the account.	Yes (Conditional)  <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Primary Customer Identifier Type	Used to select the identifier type based on which you want to search for bills of a customer.	Yes (Conditional)  <b>Note:</b> If you enter the customer identifier as a search criteria, you have to select the customer identifier type.
Primary Customer Identifier	Used to specify the ID linked to the customer.	Yes (Conditional)  <b>Note:</b> If you specify the customer identifier type as a search criteria, you have to enter the customer identifier.
Bill ID	Used to specify the bill ID.	No
Alternate Bill ID	Used to specify the alternate bill ID.	No
Bill Completion From Date	Used to search for bills which are completed on or later than the specified date.	No

Field Name	Field Description	Mandatory (Yes or No)
Bill Completion To Date	Used to search for bills which are completed on or earlier than the specified date.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Bill ID	Displays the bill ID. <b>Note:</b> It has a link. On clicking the link, the <b>Bill</b> screen appears with the details of the respective bill.
Alternate Bill ID	Displays the alternate bill ID.
Bill Status	Displays the status of the bill.
Completion Date	Displays the date when the bill was completed.
Invoice Amount	Displays the total amount billed to the customer.
Invoice Currency	Displays the currency in which the amount is billed to the customer.
Customer Identifier Type	Displays the primary customer identifier type.
Customer Identifier	Indicates the customer for whom the bill is created.
Account Identifier Type	Displays the primary account identifier type.
Account Identifier	Indicates the account for which the bill is created.
Division	Displays the division to which the account belongs.

### Related Topics

For more information on...	See...
How to search for a bill	<a href="#">Searching for a Bill</a> on page 315
How to view the bill segments of a bill	<a href="#">Viewing the Bill Segments of a Bill</a> on page 316
How to view the transactions that contributed to a bill segment	<a href="#">Viewing Transactions Contributing to a Bill Segment</a> on page 316

## Bill Segments

The **Bill Segments** zone lists the bill segments of a bill. This zone contains the following columns:

Column Name	Column Description
Bill Segment	Displays the bill segment ID. <b>Note:</b> It has a link. On clicking the link, the <b>Bill Segment</b> screen appears with the details of the respective bill segment.
Start Date	Displays the start date of the bill segment.
End Date	Displays the end date of the bill segment.
Amount	Displays the amount of the bill segment.

Column Name	Column Description
Currency	Displays the currency of the bill segment.
Product	Indicates the product for which the bill segment is created.
Product Description	Displays the description of the product.
Issue currency	Displays the issue currency of the product.
Rate Schedule Description	Displays the rate schedule used for defining pricing for the product.

By default, the **Bill Segments** zone does not appear in the **View Billed Transactions** screen. It appears only when you click the **Broadcast** (  ) icon corresponding to the bill in the **Search** zone.

#### Related Topics

For more information on...	See...
How to view the bill segments of a bill	<a href="#">Viewing the Bill Segments of a Bill</a> on page 316

## Transaction Details

The **Transaction Details** zone lists the transactions that contributed to a bill segment. This zone contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. <b>Note:</b> It has a link. On clicking the link, the <b>Transaction Details</b> screen appears with the details of the respective transaction.
Transaction Date	Displays the date when the transaction was performed.
Transaction Volume	Displays the transaction volume.
Transaction Amount	Displays the transaction amount.
Transaction Currency	Displays the currency in which the transaction was performed.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Initial Product	Displays the product mapped to the transaction.

By default, the **Transaction Details** zone does not appear in the **View Billed Transactions** screen. It appears only when you click the **Broadcast** (  ) icon corresponding to the bill segment in the **Bill Segments** zone.

#### Related Topics

For more information on...	See...
How to view the transactions that contributed to a bill segment	<a href="#">Viewing Transactions Contributing to a Bill Segment</a> on page 316

## Searching for a Bill

### Procedure

To search for a bill:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Transaction Feed Management** and then click **View Billed Transactions**.

The **View Billed Transactions** screen appears.

4. Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

#### Related Topics

For more information on...	See...
<b>View Billed Transactions</b> screen	<a href="#">View Billed Transactions</a> on page 313
<b>Search</b> zone	<a href="#">Search</a> on page 313

## Viewing the Bill Segments of a Bill

#### Procedure

To view the bill segments of a bill:

1. Search for the bill in the **View Billed Transactions** screen.
2. In the **Search Results** section, click the **Broadcast** (🔊) icon corresponding to the bill whose bill segments you want to view.  
The **Bill Segments** zone appears.
3. View the list of bill segments in the bill in the **Bill Segments** zone.

#### Related Topics

For more information on...	See...
How to search for a bill	<a href="#">Searching for a Bill</a> on page 315
<b>Bill Segments</b> zone	<a href="#">Bill Segments</a> on page 314

## Viewing Transactions Contributing to a Bill Segment

#### Procedure

To view the transactions that contributed to a bill segment:

1. Search for the bill in the **View Billed Transactions** screen.
2. In the **Search Results** section, click the **Broadcast** (🔔) icon corresponding to the bill whose bill segments you want to view.  
The **Bill Segments** zone appears.
3. Click the **Broadcast** (🔔) icon corresponding to the bill segment whose details you want to view.  
The **Transaction Details** zone appears.
4. View the list of the transactions that contributed to a bill segment in the **Transaction Details** zone.

### Related Topics

For more information on...	See...
How to search for a bill	<a href="#">Searching for a Bill</a> on page 315
<b>Bill Segments</b> zone	<a href="#">Bill Segments</a> on page 314
<b>Transaction Details</b> zone	<a href="#">Transaction Details</a> on page 315

## Transaction Details

---

The **Transaction Details** screen allows you to search for transactions using the various search criteria. It also allows you to add and copy a transaction. This screen consists of the following zones:

- [Search](#) on page 317

### Search

The **Search** zone allows you to search for transactions using the various search criteria. This zone contains the following two sections:

- **Search Criteria** — The fields in the **Search Criteria** section change depending on the query option selected. You can select either of the following query options:
  - **Uploaded** — Used to indicate that you want to search for a transaction which is recently uploaded in the system.
  - **Validated** — Used to indicate that you want to search for a transaction which is validated in the system.
  - **Initial Product Determined** — Used to indicate that you want to search for a transaction for which a product is determined in the system.
  - **Ignored** — Used to indicate that you want to search for a transaction which is ignored in the system.
  - **Error** — Used to indicate that you want to search for a transaction which could not pass through the validation or the product determination process.
  - **Cancelled** — Used to indicate that you want to search for a transaction which is cancelled in the system.
  - **Billable Charge Created** — Used to indicate that you want to search for a transaction for which a billable charge is created in the system.
  - **Completed** — Used to indicate that you want to search for a transaction for which billable charge is completed in the system.
- **Search Results** — The **Search Results** section displays the records based on the specified search criteria. The columns in the search results change depending on the query option selected.

You can also add a transaction manually by clicking the **Add** link in the upper right corner of this zone.

### Related Topics

For more information on...	See...
How to search for an uploaded transaction	<a href="#">Searching for an Uploaded Transaction</a> on page 318
How to search for a validated transaction	<a href="#">Searching for a Validated Transaction</a> on page 320
How to search for a transaction for which product is determined	<a href="#">Searching for a Transaction for which a Product is Determined</a> on page 322
How to search for an ignored transaction	<a href="#">Searching for an Ignored Transaction</a> on page 332
How to search for a transaction for which validation failed	<a href="#">Searching for a Transaction with an Error</a> on page 330
How to search for a cancelled transaction	<a href="#">Searching for a Cancelled Transaction</a> on page 328
How to search for a transaction for which billable charge is created	<a href="#">Searching for a Transaction for which a Billable Charge is Created</a> on page 324
How to search for a transaction for which billable charge is completed	<a href="#">Searching for a Transaction for which Billable Charge is Completed</a> on page 326
How to add a transaction manually	<a href="#">Adding a Transaction</a> on page 335
How to view the details of a transaction	<a href="#">Viewing the Transaction Details</a> on page 333
How to cancel a transaction	<a href="#">Cancelling a Transaction</a> on page 338

## Searching for an Uploaded Transaction

### Procedure

To search for an uploaded transaction:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Transaction Feed Management** and then click **Transaction Details**.  
The **Transaction Details** screen appears.
4. Select the **Uploaded** option from the **Query Option** list to indicate that you want to search for a transaction which is recently uploaded in the system.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to specify the external reference number of the transaction.	No

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the division to which the transaction belongs. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Transaction Source	Used to specify the transaction source from where the transaction was received.	No
Transaction Record Type	Used to specify the record type of the transaction.	No
Account Identifier Type	Used to select the identifier type based on which you want to search for transactions of an account.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to indicate the account for which the transaction was performed.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Transaction Date	Used to specify the date when the transaction was performed.	No
Transaction Upload Date	Used to specify the date when the transaction was uploaded in the system.	No
Transaction Header ID	Used to search for transactions that are uploaded through the specified transaction feed.	No

5. Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

6. Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. <b>Note:</b> It has a link. On clicking the link, the <b>Transaction Details</b> screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
External Reference Number	Displays the external reference number of the transaction.

Column Name	Column Description
Customer Reference Number	Indicates the customer who performed the transaction.
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.
Currency	Displays the currency in which the transaction was performed.
Transaction Volume	Displays the transaction volume.
Division	Displays the division to which the transaction belongs.
Transaction Header ID	Indicates the transaction feed through which the transaction was uploaded in the system.
Account Identifier Type	Displays the type of the account identifier.
Account Identifier	Indicates the account for which the transaction was performed.

### **Related Topics**

For more information on...	See...
<b>Transaction Details</b> screen	<a href="#">Transaction Details</a> on page 317
<b>Search</b> zone	<a href="#">Search</a> on page 317

## Searching for a Validated Transaction

### **Procedure**

To search for a validated transaction:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Transaction Feed Management** and then click **Transaction Details**.  
The **Transaction Details** screen appears.
4. Select the **Validated** option from the **Query Option** list to indicate that you want to search for a transaction which is validated in the system.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to specify the external reference number of the transaction.	No
Division	Used to specify the division to which the transaction belongs. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Transaction Source	Used to specify the transaction source from where the transaction was received.	No

Field Name	Field Description	Mandatory (Yes or No)
Transaction Record Type	Used to specify the record type of the transaction.	No
Account Identifier Type	Used to select the identifier type based on which you want to search for transactions of an account.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to indicate the account for which the transaction was performed.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Manual Entry	Used to indicate whether you want to search for a transaction which is manually entered in the system. The valid values are: <ul style="list-style-type: none"> <li><b>Yes</b> — Indicates that you want to search for a transaction which is manually entered.</li> <li><b>No</b> — Indicates that you want to search for a transaction which is uploaded through a feed.</li> </ul>	No
User	Used to specify the user who entered the transaction manually. This field can be used only when you select <b>Yes</b> from the <b>Manual Entry</b> list.	No
Transaction Date	Used to specify the date when the transaction was performed.	No
Account ID	Used to indicate the account for which the transaction was performed.	No

- Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. <b>Note:</b> It has a link. On clicking the link, the <b>Transaction Details</b> screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.

Column Name	Column Description
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
External Reference Number	Displays the external reference number of the transaction.
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.
Currency	Displays the currency in which the transaction was performed.
Transaction Volume	Displays the transaction volume.
Division	Displays the division to which the transaction belongs.
Account ID	Indicates the account for which the transaction was performed.
Manual Entry	Indicates whether the transaction was manually entered in the system.
Account Identifier Type	Displays the type of the account identifier.
Account Identifier	Indicates the account for which the transaction was performed.
User	Indicates the user who manually entered the transaction.

### Related Topics

For more information on...	See...
<b>Transaction Details</b> screen	<a href="#">Transaction Details</a> on page 317
<b>Search</b> zone	<a href="#">Search</a> on page 317

## Searching for a Transaction for which a Product is Determined

### Procedure

To search for a transaction for which a product is determined:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Transaction Feed Management** and then click **Transaction Details**.  
The **Transaction Details** screen appears.
4. Select the **Initial Product Determined** option from the **Query Option** list to indicate that you want to search for a transaction for which a product is determined in the system.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to specify the external reference number of the transaction.	No

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the division to which the transaction belongs.  <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Transaction Source	Used to specify the transaction source from where the transaction was received.	No
Transaction Record Type	Used to specify the record type of the transaction.	No
Account Identifier Type	Used to select the identifier type based on which you want to search for transactions of an account.	Yes (Conditional)  <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to indicate the account for which the transaction was performed.	Yes (Conditional)  <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Transaction Date	Used to specify the date when the transaction was performed.	No
Transaction Upload Date	Used to specify the date when the transaction was uploaded in the system.	No
Product	Used to search for transactions mapped to the specified product.	No

- Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID.  <b>Note:</b> It has a link. On clicking the link, the <b>Transaction Details</b> screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
Product	Indicates the product mapped to the transaction.

Column Name	Column Description
TOU	Displays the issue currency of the product.
External Reference Number	Displays the external reference number of the transaction.
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.
Currency	Displays the currency in which the transaction was performed.
Transaction Volume	Displays the transaction volume.
Division	Displays the division to which the transaction belongs.
Account Identifier Type	Displays the type of the account identifier.
Account Identifier	Indicates the account for which the transaction was performed.

### Related Topics

For more information on...	See...
<b>Transaction Details</b> screen	<a href="#">Transaction Details</a> on page 317
<b>Search</b> zone	<a href="#">Search</a> on page 317

## Searching for a Transaction for which a Billable Charge is Created

### Procedure

To search for a transaction for which a billable charge is created:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Transaction Feed Management** and then click **Transaction Details**.

The **Transaction Details** screen appears.

4. Select the **Billable Charge Created** option from the **Query Option** list to indicate that you want to search for a transaction for which a billable charge is created in the system.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to specify the external reference number of the transaction.	No
Division	Used to specify the division to which the transaction belongs. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Transaction Source	Used to specify the transaction source from where the transaction was received.	No

Field Name	Field Description	Mandatory (Yes or No)
Transaction Record Type	Used to specify the record type of the transaction.	No
Account Identifier Type	Used to select the identifier type based on which you want to search for transactions of an account.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to indicate the account for which the transaction was performed.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Transaction Date	Used to specify the date when the transaction was performed.	No
Transaction Upload Date	Used to specify the date when the transaction was uploaded in the system.	No
Billable Charge ID	Used to search for transactions that contributed to the specified billable charge.	No

5. Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

6. Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. <b>Note:</b> It has a link. On clicking the link, the <b>Transaction Details</b> screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
Billable Charge ID	Indicates the billable charge in which the transaction is included for billing.
Product	Indicates the product mapped to the transaction.
TOU	Displays the issue currency of the product.
External Reference Number	Displays the external reference number of the transaction.
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.

Column Name	Column Description
Currency	Displays the currency in which the transaction was performed.
Transaction Volume	Displays the transaction volume.
Division	Displays the division to which the transaction belongs.
Account Identifier Type	Displays the type of the account identifier.
Account Identifier	Indicates the account for which the transaction was performed.

### Related Topics

For more information on...	See...
<b>Transaction Details</b> screen	<a href="#">Transaction Details</a> on page 317
<b>Search</b> zone	<a href="#">Search</a> on page 317

## Searching for a Transaction for which Billable Charge is Completed

### Procedure

To search for a transaction for which billable charge is completed:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Transaction Feed Management** and then click **Transaction Details**.  
The **Transaction Details** screen appears.
4. Select the **Completed** option from the **Query Option** list to indicate that you want to search for a transaction for which billable charge is completed in the system.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to specify the external reference number of the transaction.	No
Division	Used to specify the division to which the transaction belongs. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Transaction Source	Used to specify the transaction source from where the transaction was received.	No
Transaction Record Type	Used to specify the record type of the transaction.	No

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier Type	Used to select the identifier type based on which you want to search for transactions of an account.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to indicate the account for which the transaction was performed.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Transaction Date	Used to specify the date when the transaction was performed.	No
Transaction Upload Date	Used to specify the date when the transaction was uploaded in the system.	No
Billable Charge ID	Used to search for transactions that contributed to the specified billable charge.	No

5. Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

6. Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. <b>Note:</b> It has a link. On clicking the link, the <b>Transaction Details</b> screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
Billable Charge ID	Indicates the billable charge in which the transaction is included for billing.
Product	Indicates the product mapped to the transaction.
TOU	Displays the issue currency of the product.
External Reference Number	Displays the external reference number of the transaction.
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.
Currency	Displays the currency in which the transaction was performed.
Transaction Volume	Displays the transaction volume.

Column Name	Column Description
Division	Displays the division to which the transaction belongs.
Account Identifier Type	Displays the type of the account identifier.
Account Identifier	Indicates the account for which the transaction was performed.

### **Related Topics**

For more information on...	See...
<b>Transaction Details</b> screen	<a href="#">Transaction Details</a> on page 317
<b>Search</b> zone	<a href="#">Search</a> on page 317

## Searching for a Cancelled Transaction

### **Procedure**

To search for a cancelled transaction:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Transaction Feed Management** and then click **Transaction Details**.  
The **Transaction Details** screen appears.
4. Select the **Cancelled** option from the **Query Option** list to indicate that you want to search for a transaction which is cancelled in the system.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to specify the external reference number of the transaction.	No
Division	Used to specify the division to which the transaction belongs. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Transaction Source	Used to specify the transaction source from where the transaction was received.	No
Transaction Record Type	Used to specify the record type of the transaction.	No
Account Identifier Type	Used to select the identifier type based on which you want to search for transactions of an account.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier	Used to indicate the account for which the transaction was performed.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Transaction Date	Used to specify the date when the transaction was performed.	No
Transaction Upload Date	Used to specify the date when the transaction was uploaded in the system.	No
Transaction Header ID	Used to search for transactions that are uploaded through the specified transaction feed.	No

5. Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

6. Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. <b>Note:</b> It has a link. On clicking the link, the <b>Transaction Details</b> screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
External Reference Number	Displays the external reference number of the transaction.
Customer Reference Number	Indicates the customer who performed the transaction.
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.
Currency	Displays the currency in which the transaction was performed.
Transaction Volume	Displays the transaction volume.
Division	Displays the division to which the transaction belongs.
Transaction Header ID	Indicates the transaction feed through which the transaction was uploaded in the system.
Account Identifier Type	Displays the type of the account identifier.
Account Identifier	Indicates the account for which the transaction was performed.

### **Related Topics**

For more information on...	See...
<b>Transaction Details</b> screen	<a href="#">Transaction Details</a> on page 317
<b>Search</b> zone	<a href="#">Search</a> on page 317

## Searching for a Transaction with an Error

### Procedure

To search for a transaction with an error:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

3. From the **Main Menu**, select **Transaction Feed Management** and then click **Transaction Details**.

The **Transaction Details** screen appears.

4. Select the **Error** option from the **Query Option** list to indicate that you want to search for a transaction which could not pass through the validation or the product determination process.

The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
External Reference Number	Used to specify the external reference number of the transaction.	No
Division	Used to specify the division to which the transaction belongs. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Transaction Source	Used to specify the transaction source from where the transaction was received.	No
Transaction Record Type	Used to specify the record type of the transaction.	No
Account Identifier Type	Used to select the identifier type based on which you want to search for transactions of an account.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to indicate the account for which the transaction was performed.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Transaction Date	Used to specify the date when the transaction was performed.	No

Field Name	Field Description	Mandatory (Yes or No)
Transaction Upload Date	Used to specify the date when the transaction was uploaded in the system.	No
Transaction Header ID	Used to search for transactions that are uploaded through the specified transaction feed.	No

5. Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

6. Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. <b>Note:</b> It has a link. On clicking the link, the <b>Transaction Details</b> screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
External Reference Number	Displays the external reference number of the transaction.
Customer Reference Number	Indicates the customer who performed the transaction.
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.
Currency	Displays the currency in which the transaction was performed.
Transaction Volume	Displays the transaction volume.
Division	Displays the division to which the transaction belongs.
Account Identifier Type	Displays the type of the account identifier.
Account Identifier	Indicates the account for which the transaction was performed.
Error Message	Indicates the reason why the validation or the product determination process failed.

### **Related Topics**

For more information on...	See...
<b>Transaction Details</b> screen	<a href="#">Transaction Details</a> on page 317
<b>Search</b> zone	<a href="#">Search</a> on page 317

## Searching for an Ignored Transaction

### **Procedure**

To search for an ignored transaction:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Transaction Feed Management** and then click **Transaction Details**.

The **Transaction Details** screen appears.

4. Select the **Ignored** option from the **Query Option** list to indicate that you want to search for a transaction which is ignored in the system.

The **Search Criteria** section contains the following fields:

<b>Field Name</b>	<b>Field Description</b>	<b>Mandatory (Yes or No)</b>
External Reference Number	Used to specify the external reference number of the transaction.	No
Division	Used to specify the division to which the transaction belongs. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	No
Transaction Source	Used to specify the transaction source from where the transaction was received.	No
Transaction Record Type	Used to specify the record type of the transaction.	No
Account Identifier Type	Used to select the identifier type based on which you want to search for transactions of an account.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to indicate the account for which the transaction was performed.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Transaction Date	Used to specify the date when the transaction was performed.	No
Transaction Upload Date	Used to specify the date when the transaction was uploaded in the system.	No
Transaction Header ID	Used to search for transactions that are uploaded through the specified transaction feed.	No

5. Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

#### 6. Click **Refresh**.

The search results appear. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction ID	Displays the transaction ID. <b>Note:</b> It has a link. On clicking the link, the <b>Transaction Details</b> screen appears with the details of the respective transaction.
Transaction Source	Displays the transaction source from where the transaction was received.
Transaction Record Type	Displays the record type of the transaction.
Transaction Upload Date	Displays the date when the transaction was uploaded in the system.
External Reference Number	Displays the external reference number of the transaction.
Customer Reference Number	Indicates the customer who performed the transaction.
Transaction Date	Displays the date when the transaction was performed.
Transaction Amount	Displays the transaction amount.
Currency	Displays the currency in which the transaction was performed.
Transaction Volume	Displays the transaction volume.
Division	Displays the division to which the transaction belongs.
Transaction Header ID	Indicates the transaction feed through which the transaction was uploaded in the system.
Account Identifier Type	Displays the type of the account identifier.
Account Identifier	Indicates the account for which the transaction was performed.

#### Related Topics

For more information on...	See...
<b>Transaction Details</b> screen	<a href="#">Transaction Details</a> on page 317
<b>Search</b> zone	<a href="#">Search</a> on page 317

## Viewing the Transaction Details

### Procedure

To view the details of a transaction:

1. Search for the transaction in the **Transaction Details** screen.
2. In the **Search Results** section, click the link in the **Transaction ID** column corresponding to the transaction whose details you want to view.

The **Transaction Details** screen appears. It contains the following fields:

Field Name	Field Description
Transaction ID	Displays the transaction ID. <b>Note:</b> The transaction ID is generated automatically when the transaction is uploaded or manually created in the system.
Transaction Source	Displays the transaction source from where the transaction was received.
Division	Displays the division to which the transaction belongs.
Transaction Record Type	Displays the record type of the transaction.
Transaction Date	Displays the date when the transaction was performed.
Manual Entry	Indicates whether the transaction was manually entered in the system.
Credit/Debit Indicator	Indicates whether the transaction is a debit or a credit transaction.
External Reference Number	Displays the external reference number of the transaction.
Customer Reference Number	Indicates the customer who performed the transaction.
Account Identifier Type	Displays the type of the account identifier.
Account Identifier	Indicates the account for which the transaction was performed.
Transaction Amount	Displays the transaction amount.
Transaction Currency	Displays the currency in which the transaction was performed.
Transaction Volume	Displays the transaction volume.
Account ID	Indicates the account for which the transaction was performed.
Additional Amount 1, Additional Amount 2, ..., Additional Amount 5	Displays the additional information about the transaction.
Amount 1 Currency Code, Amount 2 Currency Code, ..., Amount 5 Currency Code	Displays the additional information about the transaction.
Additional Date 1, Additional Date 2, ..., Additional Date 5	Displays the additional information about the transaction.
Additional Numeric Data 1, Additional Numeric Data 2, Additional Numeric Data 3, ....., Additional Numeric Data 10	Displays the additional information about the transaction.
Additional Data 1, Additional Data 2, Additional Data 3, ....., Additional Data 15	Displays the additional information about the transaction.

### **Related Topics**

For more information on...	See...
How to copy a transaction	<a href="#">Copying a Transaction</a> on page 336
How to cancel a transaction	<a href="#">Cancelling a Transaction</a> on page 338

## Adding a Transaction

### Prerequisites

To add a transaction manually, you should have:

- Divisions, account identifier types, transaction sources, transaction record types, and currencies defined in the application

### Procedure

To add a transaction manually:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Transaction Feed Management** and then click **Transaction Details**.  
The **Transaction Details** screen appears.
4. Click the **Add** link in the upper right corner of the **Search** zone.

The **Transaction Details** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to specify the transaction source from where the transaction was received.	Yes
Division	Used to specify the division to which the transaction belongs. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	Yes
Transaction Record Type	Used to specify the record type of the transaction.	Yes
Transaction Date	Used to specify the date when the transaction was performed.	Yes
Manual Entry	Indicates that the transaction is manually entered in the system.	Not applicable
Credit/Debit Indicator	Used to indicate whether the transaction is a debit or a credit transaction.	Yes
External Reference Number	Used to specify the external reference number of the transaction.	No
Customer Reference Number	Used to indicate the customer who performed the transaction.	No
Account Identifier Type	Used to specify the type of the account identifier.	Yes (Conditional) <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier	Used to specify the account identifier of the account for which the transaction was performed.	Yes (Conditional) <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Transaction Amount	Used to specify the transaction amount.	Yes
Transaction Currency	Used to specify the currency in which the transaction was performed.	Yes
Transaction Volume	Used to specify the transaction volume.	Yes
Additional Amount 1, Additional Amount 2, ..., Additional Amount 5	Used to specify additional information about the transaction.	No
Amount 1 Currency Code, Amount 2 Currency Code, ..., Amount 5 Currency Code	Used to specify additional information about the transaction.	No
Additional Date 1, Additional Date 2, ..., Additional Date 5	Used to specify additional information about the transaction.	No
Additional Numeric Data 1, Additional Numeric Data 2, Additional Numeric Data 3, ....., Additional Numeric Data 10	Used to specify additional information about the transaction.	No
Additional Data 1, Additional Data 2, Additional Data 3, ..., Additional Data 15	Used to specify additional information about the transaction.	No

5. Enter the required details.

6. Click **Save**.

The transaction is added in the system.

#### **Related Topics**

For more information on...	See...
Transaction Details screen	<a href="#">Transaction Details</a> on page 317
Search zone	<a href="#">Search</a> on page 317

## **Copying a Transaction**

Instead of adding a transaction from scratch, you can create a copy of similar transaction and then edit it accordingly.

### **Prerequisites**

To copy a transaction, you should have:

- Transaction (whose copy you want to create) available in the application

- Divisions, account identifier types, transaction sources, transaction record types, and currencies defined in the application

### **Procedure**

To copy a transaction:

1. Search for the transaction in the **Transaction Details** screen.
2. In the **Search Results** section, click the link in the **Transaction ID** column corresponding to the transaction whose copy you want to create.

The **Transaction Details** screen appears. It contains the following fields:

<b>Field Name</b>	<b>Field Description</b>	<b>Mandatory (Yes or No)</b>
Transaction Source	Used to specify the transaction source from where the transaction was received.	Yes
Division	Used to specify the division to which the transaction belongs.  <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	Yes
Transaction Record Type	Used to specify the record type of the transaction.	Yes
Transaction Date	Used to specify the date when the transaction was performed.	Yes
Manual Entry	Indicates that the transaction is manually entered in the system.	Not applicable
Credit/Debit Indicator	Used to indicate whether the transaction is a debit or a credit transaction.	Yes
External Reference Number	Used to specify the external reference number of the transaction.	No
Customer Reference Number	Used to indicate the customer who performed the transaction.	No
Account Identifier Type	Used to specify the type of the account identifier.	Yes (Conditional)  <b>Note:</b> If you enter the account identifier as a search criteria, you have to select the account identifier type.
Account Identifier	Used to specify the account identifier of the account for which the transaction was performed.	Yes (Conditional)  <b>Note:</b> If you specify the account identifier type as a search criteria, you have to enter the account identifier.
Transaction Amount	Used to specify the transaction amount.	Yes
Transaction Currency	Used to specify the currency in which the transaction was performed.	Yes
Transaction Volume	Used to specify the transaction volume.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Additional Amount 1, Additional Amount 2, ..., Additional Amount 5	Used to specify additional information about the transaction.	No
Amount 1 Currency Code, Amount 2 Currency Code, ..., Amount 5 Currency Code	Used to specify additional information about the transaction.	No
Additional Date 1, Additional Date 2, ..., Additional Date 5	Used to specify additional information about the transaction.	No
Additional Numeric Data 1, Additional Numeric Data 2, Additional Numeric Data 3, ....., Additional Numeric Data 10	Used to specify additional information about the transaction.	No
Additional Data 1, Additional Data 2, Additional Data 3, ..., Additional Data 15	Used to specify additional information about the transaction.	No

3. Enter the required details.
4. Click **Save**.

The new transaction is added in the system.

#### Related Topics

For more information on...	See...
How to view the details of a transaction	<a href="#">Viewing the Transaction Details</a> on page 333

## Canceling a Transaction

#### Procedure

To cancel a transaction:

1. Search for the transaction in the **Transaction Details** screen.
2. In the **Search Results** section, click the link in the **Transaction ID** column corresponding to the transaction that you want to cancel.

The **Transaction Details** screen appears.

3. Click **Cancel Transaction**.

The status of the transaction is changed to **Cancelled**.

**Note:** You can only cancel a transaction which is in the **Error** status.

#### Related Topics

For more information on...	See...
How to view the details of a transaction	<a href="#">Viewing the Transaction Details</a> on page 333

## Transaction Source

The **Transaction Source** screen allows you to define, edit, delete, and copy a transaction source. This screen consists of the following zones:

- [Search](#) on page 339

### Search

The **Search** zone allows you to search for a transaction source. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to specify the transaction source.	No
Description	Used to specify the description of the transaction source.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction Source	Displays the transaction source.
Description	Displays the description of the transaction source.
Account Identifier Type	Indicates the type of the account identifier received from the transaction source.
Edit	On clicking the <b>Edit</b> (✎) icon, the <b>Transaction Source</b> screen appears where you can edit the details of the transaction source.
Delete	On clicking the <b>Delete</b> (🗑) icon, you can delete the transaction source. <b>Note:</b> You can only delete a transaction source which is not yet used.
Copy	On clicking the <b>Copy</b> (📄) icon, the <b>Transaction Source</b> screen appears where you can create a transaction source using an existing transaction source.

You can create a new transaction source by clicking the **Add** link in the upper right corner of this zone.

### Related Topics

For more information on...	See...
How to search for a transaction source	<a href="#">Searching for a Transaction Source</a> on page 339
How to define a transaction source	<a href="#">Defining a Transaction Source</a> on page 340
How to edit a transaction source	<a href="#">Editing a Transaction Source</a> on page 341
How to delete a transaction source	<a href="#">Deleting a Transaction Source</a> on page 342
How to copy a transaction source	<a href="#">Copying a Transaction Source</a> on page 342

## Searching for a Transaction Source

**Procedure**

To search for a transaction source:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **T** and then click **Transaction Source**.

The **Transaction Source** screen appears.

4. Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

**Related Topics**

For more information on...	See...
Transaction Source screen	<a href="#">Transaction Source</a> on page 339
Search zone	<a href="#">Search</a> on page 339

**Defining a Transaction Source****Prerequisites**

To define a transaction source, you should have:

- Account identifier types defined in the application

**Procedure**

To define a transaction source:

1. Click the **Menu** link in the **Actions/Navigation** area.
- A list appears.
2. Select the **Admin Menu** option from the list.
  3. From the **Admin Menu**, select **T** and then click **Transaction Source**.

The **Transaction Source** screen appears.

4. Click the **Add** link in the upper right corner of the **Search** zone.

The **Transaction Source** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to specify the transaction source.	Yes
Description	Used to specify the description for the transaction source.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Account Identifier Type	Used to indicate the type of the account identifier that will be received from the transaction source.	Yes

- Enter the required details.
- Click **Save**.

The transaction source is defined.

### Related Topics

For more information on...	See...
Transaction Source screen	<a href="#">Transaction Source</a> on page 339
Search zone	<a href="#">Search</a> on page 339

## Editing a Transaction Source

### Prerequisites

To edit a transaction source, you should have:

- Account identifier types defined in the application

### Procedure

To edit a transaction source:

- Search for the transaction source in the **Transaction Source** screen.
- In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the transaction source whose details you want to edit.

The **Transaction Source** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Displays the transaction source.	Not applicable
Description	Used to modify the description of the transaction source.	Yes
Account Identifier Type	Used to indicate the type of the account identifier that will be received from the transaction source.	Yes

- Modify the required details.
- Click **Save**.

The changes made to the transaction source are saved.

### Related Topics

For more information on...	See...
How to search for a transaction source	<a href="#">Searching for a Transaction Source</a> on page 339

## Deleting a Transaction Source

### Procedure

To delete a transaction source:

1. Search for the transaction source in the **Transaction Source** screen.
2. In the **Search Results** section, click the **Delete** () icon in the **Delete** column corresponding to the transaction source that you want to delete.

A message appears confirming whether you want to delete the transaction source.

**Note:** You can only delete a transaction source which is not yet used.

3. Click **OK**.

The transaction source is deleted.

### Related Topics

For more information on...	See...
How to search for a transaction source	<a href="#">Searching for a Transaction Source</a> on page 339

## Copying a Transaction Source

Instead of creating a transaction source from scratch, you can create a new transaction source using an existing transaction source. This is possible through copying a transaction source. Once you create a copy of a transaction source, the record types defined for the original transaction source are also copied to the new transaction source.

### Prerequisites

To copy a transaction source, you should have:

- Transaction source (whose copy you want to create) defined in the application
- Account identifier types defined in the application

### Procedure

To copy a transaction source:

1. Search for the transaction source in the **Transaction Source** screen.
2. In the **Search Results** section, click the **Copy** () icon in the **Copy** column corresponding to the transaction source whose copy you want to create.

The **Transaction Source** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to specify the transaction source.	Yes
Description	Used to specify the description for the transaction source.	Yes
Account Identifier Type	Used to indicate the type of the account identifier that will be received from the transaction source.	Yes

3. Enter the required details.
4. Click **Save**.

The new transaction source is defined.

### Related Topics

For more information on...	See...
How to search for a transaction source	<a href="#">Searching for a Transaction Source</a> on page 339

## Transaction Record Type

The **Transaction Record Type** screen allows you to define, edit, delete, and copy a transaction record type. This screen consists of the following zones:

- [Search](#) on page 343

### Search

The **Search** zone allows you to search for a transaction record type. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to specify the transaction source whose transaction record types you want to view.	No
Transaction Record Type	Used to specify the transaction record type.	No
Description	Used to specify the description of the transaction record type.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Transaction Record Type	Displays the transaction record type.
Description	Displays the description of the transaction record type.
Transaction Source	Displays the transaction source for which the transaction record type is defined.
Rule Type	Indicates the rule type that is invoked for the transaction record type. <b>Note:</b> It has a link. On clicking the link, the <b>View Rule Type</b> screen appears with the details of the respective rule type.
Edit	On clicking the <b>Edit</b> (✏️) icon, the <b>Transaction Record Type</b> screen appears where you can edit the details of the transaction record type.
Delete	On clicking the <b>Delete</b> (🗑️) icon, you can delete the transaction record type. <b>Note:</b> You can only delete a transaction record type which is not yet used.

Column Name	Column Description
Copy	On clicking the <b>Copy</b> (  ) icon, the <b>Transaction Record Type</b> screen appears where you can create a new transaction record type using an existing transaction record type.

You can create a new transaction record type by clicking the **Add** link in the upper right corner of this zone.

### Related Topics

For more information on...	See...
How to search for a transaction record type	<a href="#">Searching for a Transaction Record Type</a> on page 344
How to define a transaction record type	<a href="#">Defining a Transaction Record Type</a> on page 344
How to edit a transaction record type	<a href="#">Editing a Transaction Record Type</a> on page 345
How to delete a transaction record type	<a href="#">Deleting a Transaction Record Type</a> on page 346
How to copy a transaction record type	<a href="#">Copying a Transaction Record Type</a> on page 346

## Searching for a Transaction Record Type

### Procedure

To search for a transaction record type:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **T** and then click **Transaction Record Type**.

The **Transaction Record Type** screen appears.

4. Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. Click **Refresh**.

The search results appear.

### Related Topics

For more information on...	See...
<b>Transaction Record Type</b> screen	<a href="#">Transaction Record Type</a> on page 343
<b>Search</b> zone	<a href="#">Search</a> on page 343

## Defining a Transaction Record Type

### Prerequisites

To define a transaction record type, you should have:

- Transaction sources and rule types defined in the application

### **Procedure**

To define a transaction record type:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **T** and then click **Transaction Record Type**.  
The **Transaction Record Type** screen appears.
4. Click the **Add** link in the upper right corner of the **Search** zone.

The **Transaction Record Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Used to specify the transaction source for which you want to define the transaction record type.	Yes
Transaction Record Type	Used to specify the transaction record type.	Yes
Description	Used to specify the description for the transaction record type.	Yes
Rule Type	Used to indicate the rule type that you want to invoke for the transaction record type.	Yes

5. Enter the required details.
6. Click **Save**.

The transaction record type is defined.

### **Related Topics**

For more information on...	See...
<b>Transaction Record Type</b> screen	<a href="#">Transaction Record Type</a> on page 343
<b>Search</b> zone	<a href="#">Search</a> on page 343

## **Editing a Transaction Record Type**

### **Prerequisites**

To edit a transaction record type, you should have:

- Rule types defined in the application

### **Procedure**

To edit a transaction record type:

1. Search for the transaction record type in the **Transaction Record Type** screen.
2. In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the transaction record type whose details you want to edit.

The **Transaction Record Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Displays the transaction source for which the transaction record type is defined.	Not applicable
Transaction Record Type	Displays the transaction record type.	Not applicable
Description	Used to modify the description of the transaction record type.	Yes
Rule Type	Used to indicate the rule type that you want to invoke for the transaction record type.	Yes

3. Modify the required details.
4. Click **Save**.

The changes made to the transaction record type are saved.

#### **Related Topics**

For more information on...	See...
How to search for a transaction record type	<a href="#">Searching for a Transaction Record Type</a> on page 344

## **Deleting a Transaction Record Type**

### **Procedure**

To delete a transaction record type:

1. Search for the transaction record type in the **Transaction Record Type** screen.
2. In the **Search Results** section, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the transaction record type that you want to delete.

A message appears confirming whether you want to delete the transaction record type.

**Note:** You can only delete a transaction record type which is not yet used.

3. Click **OK**.

The transaction record type is deleted.

### **Related Topics**

For more information on...	See...
How to search for a transaction record type	<a href="#">Searching for a Transaction Record Type</a> on page 344

## **Copying a Transaction Record Type**

Instead of creating a transaction record type from scratch, you can create a new transaction record type using an existing transaction record type. This is possible through copying a transaction record type.

### **Prerequisites**

To copy a transaction record type, you should have:

- Transaction record type (whose copy you want to create) defined in the application
- Rule types defined in the application

### **Procedure**

To copy a transaction record type:

1. Search for the transaction record type in the **Transaction Record Type** screen.
2. In the **Search Results** section, click the **Copy** (📄) icon in the **Copy** column corresponding to the transaction record type whose copy you want to create.

The **Transaction Record Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source	Displays the transaction source for which you want to define the transaction record type.	Not applicable
Transaction Record Type	Used to specify the transaction record type.	Yes
Description	Used to specify the description for the transaction record type.	Yes
Rule Type	Used to indicate the rule type that you want to invoke for the transaction record type.	Yes

3. Enter the required details.
4. Click **Save**.

The new transaction record type is defined.

### **Related Topics**

For more information on...	See...
How to search for a transaction record type	<a href="#">Searching for a Transaction Record Type</a> on page 344

## **Transaction Aggregation Rule**

---

The **Transaction Aggregation Rule** screen allows you to view transaction aggregation rule defined for a product — division combination. It also allows you to define, edit, delete, and copy a transaction aggregation rule. This screen consists of the following zones:

- [Search](#) on page 347

### **Search**

The **Search** zone allows you to search for a product whose transaction aggregation rule you want to view. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to specify the product code.	No
Product Description	Used to specify the description of the product.	No

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to specify the division to which the product belongs.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Product	Displays the product code.
Product Description	Displays the description of the product.
Division	Displays the division to which the product belongs.
View	On clicking the <b>View</b> (  ) icon, the <b>Transaction Aggregation Rule</b> screen appears where you can view the transaction aggregation rule.
Edit	On clicking the <b>Edit</b> (  ) icon, the <b>Transaction Aggregation Rule</b> screen appears where you can edit the transaction aggregation rule.
Delete	On clicking the <b>Delete</b> (  ) icon, you can delete the transaction aggregation rule for the product — division combination.
Copy	On clicking the <b>Copy</b> (  ) icon, the <b>Transaction Aggregation Rule</b> screen appears where you can create a transaction aggregation rule using an existing aggregation rule.

You can create a transaction aggregation rule for a product — division combination by clicking the **Add** link in the upper right corner of this zone.

### **Related Topics**

For more information on...	See...
How to view a transaction aggregation rule	<a href="#">Viewing a Transaction Aggregation Rule</a> on page 348
How to define a transaction aggregation rule	<a href="#">Defining a Transaction Aggregation Rule</a> on page 349
How to edit a transaction aggregation rule	<a href="#">Editing a Transaction Aggregation Rule</a> on page 350
How to delete a transaction aggregation rule	<a href="#">Deleting a Transaction Aggregation Rule</a> on page 351
How to copy a transaction aggregation rule	<a href="#">Copying a Transaction Aggregation Rule</a> on page 352

## **Viewing a Transaction Aggregation Rule**

### **Procedure**

To view a transaction aggregation rule:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **T** and then click **Transaction Aggregation Rule**.

The **Transaction Aggregation Rule** screen appears.

4. In the **Search** zone, search for the product whose transaction aggregation rule you want to view.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields

except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

5. In the **Search Results** section, click the **View** (📄) icon in the **View** column corresponding to the product — division combination whose transaction aggregation rule you want to view.

The **Transaction Aggregation Rule** screen appears.

6. View the details of the transaction aggregation rule in the **Transaction Aggregation Rule** screen.

### Related Topics

For more information on...	See...
<b>Transaction Aggregation Rule</b> screen	<a href="#">Transaction Aggregation Rule</a> on page 347
<b>Search</b> zone	<a href="#">Search</a> on page 347

## Defining a Transaction Aggregation Rule

### Prerequisites

To define a transaction aggregation rule, you should have:

- Divisions and SQIs defined in the application

### Procedure

To define a transaction aggregation rule:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **T** and then click **Transaction Aggregation Rule**.

The **Transaction Aggregation Rule** screen appears.

4. Click the **Add** link in the upper right corner of the **Search** zone.

The **Transaction Aggregation Rule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Used to indicate the product for which you want to define the transaction aggregation rule.	Yes
Division	Used to indicate the division for which you want to define the transaction aggregation rule. <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	Yes

In addition, this screen contains the **SQI Details** section which allows you to define the aggregation function. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
SQI	Used to indicate the SQI that you want to use for transaction aggregation.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Function	Used to specify the formula for transaction aggregation.  <b>Note:</b> If the aggregation function is based on the transaction amount or on any other amount, you should ensure that the base currency is defined for the division. Otherwise, the SQI value will not be accurate.	Yes
Allow Incremental Update	Used to indicate whether the SQI supports incremental aggregation. The valid values are: <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	Yes

- Enter the required details.

**Note:** You can search for a product by clicking the **Search** (🔍) icon corresponding to the respective field.

- If you want to use more than one SQI in the transaction aggregation rule, click the **Plus** (+) icon and specify the details.

**Note:** However, if you want to remove an SQI from the transaction aggregation rule, click the **Minus** (=) icon corresponding to the SQI.

- Click **Save**.

The transaction aggregation rule is defined.

### Related Topics

For more information on...	See...
<b>Transaction Aggregation Rule</b> screen	<a href="#">Transaction Aggregation Rule</a> on page 347
<b>Search</b> zone	<a href="#">Search</a> on page 347

## Editing a Transaction Aggregation Rule

### Prerequisites

To edit a transaction aggregation rule, you should have:

- SQIs defined in the application

### Procedure

To edit a transaction aggregation rule:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **T** and then click **Transaction Aggregation Rule**.

The **Transaction Aggregation Rule** screen appears.

- In the **Search** zone, search for the product whose transaction aggregation rule you want to edit.

5. In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the product — division combination whose transaction aggregation rule you want to edit.

The **Transaction Aggregation Rule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Product	Indicates the product for which the transaction aggregation rule is defined.	Not applicable
Division	Indicates the division for which the transaction aggregation rule is defined.	Not applicable

In addition, this screen contains the **SQI Details** section which allows you to define the aggregation function. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
SQI	Used to indicate the SQI that you want to use for transaction aggregation.	Yes
Function	Used to specify the formula for transaction aggregation.  <b>Note:</b> If the aggregation function is based on the transaction amount or on any other amount, you should ensure that the base currency is defined for the division. Otherwise, the SQI value will not be accurate.	Yes
Allow Incremental Update	Used to indicate whether the SQI supports incremental aggregation. The valid values are: <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	Yes

6. Modify the required details.
7. If you want to use more than one SQI in the transaction aggregation rule, click the **Plus** (+) icon and specify the details.

**Note:** However, if you want to remove an SQI from the transaction aggregation rule, click the **Minus** (=) icon corresponding to the SQI.

8. Click **Save**.

The changes made to the transaction aggregation rule are saved.

### Related Topics

For more information on...	See...
<b>Transaction Aggregation Rule</b> screen	<a href="#">Transaction Aggregation Rule</a> on page 347
<b>Search</b> zone	<a href="#">Search</a> on page 347

## Deleting a Transaction Aggregation Rule

### Procedure

To delete a transaction aggregation rule:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **T** and then click **Transaction Aggregation Rule**.

The **Transaction Aggregation Rule** screen appears.

4. In the **Search** zone, search for the product whose transaction aggregation rule you want to delete.

5. In the **Search Results** section, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the product — division combination whose transaction aggregation rule you want to delete.

A message appears confirming whether you want to delete the transaction aggregation rule.

6. Click **OK**.

The transaction aggregation rule is deleted.

### **Related Topics**

<b>For more information on...</b>	<b>See...</b>
<b>Transaction Aggregation Rule</b> screen	<a href="#">Transaction Aggregation Rule</a> on page 347
<b>Search</b> zone	<a href="#">Search</a> on page 347

## **Copying a Transaction Aggregation Rule**

### **Prerequisites**

To copy a transaction aggregation rule, you should have:

- Divisions and SQIs defined in the application

### **Procedure**

To copy a transaction aggregation rule:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **T** and then click **Transaction Aggregation Rule**.

The **Transaction Aggregation Rule** screen appears.

4. In the **Search** zone, search for the product whose transaction aggregation rule you want to copy.

5. In the **Search Results** section, click the **Copy** (📄) icon in the **Copy** column corresponding to the product — division combination whose transaction aggregation rule you want to copy.

The **Transaction Aggregation Rule** screen appears. It contains the following fields:

<b>Field Name</b>	<b>Field Description</b>	<b>Mandatory (Yes or No)</b>
Product	Used to indicate the product for which you want to define the transaction aggregation rule.	Yes

Field Name	Field Description	Mandatory (Yes or No)
Division	Used to indicate the division for which you want to define the transaction aggregation rule.  <b>Note:</b> You can only view those divisions to which you have access in the <b>Division</b> list.	Yes

In addition, this screen contains the **SQI Details** section which allows you to define the aggregation function. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
SQI	Used to indicate the SQI that you want to use for transaction aggregation.	Yes
Function	Used to specify the formula for transaction aggregation.  <b>Note:</b> If the aggregation function is based on the transaction amount or on any other amount, you should ensure that the base currency is defined for the division. Otherwise, the SQI value will not be accurate.	Yes
Allow Incremental Update	Used to indicate whether the SQI supports incremental aggregation. The valid values are: <ul style="list-style-type: none"> <li>• Yes</li> <li>• No</li> </ul>	Yes

- Enter the required details.

**Note:** You can search for a product by clicking the **Search** (🔍) icon corresponding to the respective field.

- If you want to use more than one SQI in the transaction aggregation rule, click the **Plus** (+) icon and specify the details.

**Note:** However, if you want to remove an SQI from the transaction aggregation rule, click the **Minus** (=) icon corresponding to the SQI.

- Click **Save**.

The transaction aggregation rule is defined.

#### Related Topics

For more information on...	See...
<b>Transaction Aggregation Rule</b> screen	<a href="#">Transaction Aggregation Rule</a> on page 347
<b>Search</b> zone	<a href="#">Search</a> on page 347

## Schedule

---

The **Schedule** screen allows you to define, edit, and delete a schedule. This screen consists of the following zones:

- [Search](#) on page 354

## Search

The **Search** zone allows you to search for a schedule. This zone contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Schedule	Used to specify the schedule code.	No
Description	Used to specify the description of the schedule.	No

- **Search Results** — On clicking the **Refresh** button, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Schedule	Displays the schedule.
Description	Displays the description of the schedule.
Schedule Derivation Algorithm	Indicates the algorithm that will be used for generating the schedule.
View	On clicking the <b>View</b> (  ) icon, the <b>View Schedule</b> screen appears where you can view the details of the schedule.
Edit	On clicking the <b>Edit</b> (  ) icon, the <b>Edit Schedule</b> screen appears where you can edit the details of the schedule.
Delete	On clicking the <b>Delete</b> (  ) icon, you can delete the schedule. <b>Note:</b> You can only delete a schedule which is not yet used.

You can create a new schedule by clicking the **Add** link in the upper right corner of this zone.

### Related Topics

For more information on...	See...
How to search for a schedule	<a href="#">Searching for a Schedule</a> on page 354
How to view the details of a schedule	<a href="#">Viewing the Schedule Details</a> on page 355
How to define a schedule	<a href="#">Defining a Schedule</a> on page 355
How to edit a schedule	<a href="#">Editing a Schedule</a> on page 357
How to delete a schedule	<a href="#">Deleting a Schedule</a> on page 358

## Searching for a Schedule

### Procedure

To search for a schedule:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.

- From the **Admin Menu**, select **S** and then click **Schedule**.

The **Schedule** screen appears.

- Enter the search criteria in the **Search** zone.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click **Refresh**.

The search results appear.

### Related Topics

For more information on...	See...
<b>Schedule</b> screen	<a href="#">Schedule</a> on page 353
<b>Search</b> zone	<a href="#">Search</a> on page 354

## Viewing the Schedule Details

### Procedure

To view the details of a schedule:

- Search for the schedule in the **Schedule** screen.
- In the **Search Results** section, click the **View** () icon in the **View** column corresponding to the schedule whose details you want to view.

The **View Schedule** screen appears.

- View the details of the schedule in the **View Schedule** screen.

### Related Topics

For more information on...	See...
How to search for a schedule	<a href="#">Searching for a Schedule</a> on page 354

## Defining a Schedule

### Prerequisites

To define a schedule, you should have:

- Schedule derivation algorithm defined in the application in case you want to use it

### Procedure

To define a schedule:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Admin Menu** option from the list.

- From the **Admin Menu**, select **S** and then click **Schedule**.

The **Schedule** screen appears.

- Click the **Add** link in the upper right corner of the **Search** zone.

The **Add Schedule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Schedule	Used to specify the schedule code.	Yes
Description	Used to specify the description for the schedule.	Yes
Schedule Derivation Algorithm	Used to specify the algorithm that you want to use for generating the schedule.	No

In addition, this screen contains the following two sections:

- Schedule Periods** — Used to define a schedule which cannot be determined through an algorithm. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date/Time	Used to specify the start date of the billable charge.	No
End Date/Time	Used to specify the end date of the billable charge.	No

- Schedule Types** — This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Schedule Type	Used to indicate the functionality where you want to use the schedule. You can use a schedule for more than one functionality. For example, you can use the same schedule for Earnings Credit and Transaction Feed Management.	Yes

- Enter the required details.

**Note:** You can search for a schedule derivation algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

- If you want to define more than one period in the schedule, click the **Plus** (+) icon and specify the details.

**Note:** However, if you want to remove a period from the schedule, click the **Minus** (=) icon corresponding to the period.

- Click **Save**.

The schedule is defined.

### **Related Topics**

For more information on...	See...
<b>Schedule</b> screen	<a href="#">Schedule</a> on page 353
<b>Search</b> zone	<a href="#">Search</a> on page 354

## Editing a Schedule

### Prerequisites

To edit a schedule, you should have:

- Schedule derivation algorithm defined in the application in case you want to use it

### Procedure

To edit a schedule:

1. Search for the schedule in the **Schedule** screen.
2. In the **Search Results** section, click the **Edit** (✎) icon in the **Edit** column corresponding to the schedule whose details you want to edit.

The **Edit Schedule** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Schedule	Displays the schedule code.	Not applicable
Description	Used to modify the description of the schedule.	Yes
Schedule Derivation Algorithm	Used to modify the algorithm that you want to use for generating the schedule.	No

In addition, this screen contains the following two sections:

- **Schedule Periods** — Used to define a schedule which cannot be determined through an algorithm. This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Start Date/Time	Used to specify the start date of the billable charge.	No
End Date/Time	Used to specify the end date of the billable charge.	No

- **Schedule Types** — This section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Schedule Type	Used to indicate the functionality where you want to use the schedule. You can use a schedule for more than one functionality. For example, you can use the same schedule for Earnings Credit and Transaction Feed Management.	Yes

3. Modify the required details.

**Note:** You can search for a schedule derivation algorithm by clicking the **Search** (🔍) icon corresponding to the respective field.

4. If you want to define more than one period in the schedule, click the **Plus** (+) icon and specify the details.

**Note:** However, if you want to remove a period from the schedule, click the **Minus** (=) icon corresponding to the period.

5. Click **Save**.

The changes made to the schedule are saved.

**Related Topics**

For more information on...	See...
How to search for a schedule	<a href="#">Searching for a Schedule</a> on page 354

**Deleting a Schedule****Procedure**

To delete a schedule:

1. Search for the schedule in the **Schedule** screen.
2. In the **Search Results** section, click the **Delete** (🗑️) icon in the **Delete** column corresponding to the schedule that you want to delete.

A message appears confirming whether you want to delete the schedule.

**Note:** You can only delete a schedule which is not yet used.

3. Click **OK**.

The schedule is deleted.

**Related Topics**

For more information on...	See...
How to search for a schedule	<a href="#">Searching for a Schedule</a> on page 354

---

# Chapter 10

---

## Reporting

---

### Topics:

- [Report Search](#)
- [Report Submission](#)

Oracle Revenue Management and Billing (ORMB) may optionally be configured to use the reporting feature where Oracle Business Intelligence Publisher (BI Publisher) is used as a reporting tool. ORMB provides you with 10 sample reports that you can use for reporting or as a starting point for creating a new report. While generating the report, data is extracted from ORMB database and presented in the predefined format to the user. Oracle BI Publisher is used for creating the format in which the data in the report needs to be presented to the user.

You can generate reports from ORMB only if Oracle BI Publisher is integrated with ORMB. You can also schedule the reports that you want to execute at a predefined time and interval in Oracle BI Publisher. Once the reports are generated, you can view these reports in Oracle BI Publisher.

To use the reporting feature, you need to:

1. Install Oracle Business Intelligence Publisher.
2. Configure ORMB to use the reporting feature. For more information on how to install and configure reports in ORMB, refer to the `RMB_Install_Reports` document.
3. Import report specific metadata from the ORMB sample database and/or manually enter the metadata for reports. For more information on how to import the metadata, refer to the `RMB_Install_Reports` document.

## Report Search

The **Report Search** window allows you to search for a report. This screen contains the following two sections:

- **Search Criteria** — The **Search Criteria** section contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Report Code	Used to specify the report code.	No
Description	Used to specify the description of the report.	No

- **Search Results** — On clicking the **Search** (🔍) icon corresponding to the respective field, the search results appear based on the specified search criteria. The **Search Results** section contains the following columns:

Column Name	Column Description
Report Code	Displays the report code.
Description	Displays the description of the report.
External Reference ID	Displays the code that uniquely identifies the report in Oracle BI Publisher.

## Report Submission

Oracle Revenue Management and Billing provides you with the following reports that you can use for reporting or as a starting point for creating a new report:

- Open Cases by Type (CI\_CSEOPN)
- Case Statistics for a Given Status (CI\_CSESGS)
- Case Statistics by Case Type (CI\_CSESTS)
- Customer Contact by Type (CI\_CUSTCN)
- GL Accounting Summary (CI\_GLACSM)
- Letter Print - Sample Welcome Letter (CI\_LTRGN\_ENG)
- Payments Balance (CI\_PMTBAL)
- Receivables Aging (CI\_RCVAGA)
- To Do Entries (CI\_TDENTR)
- Tax Payables Analysis (CI\_TXPYBL)

The **Report Submission** screen allows you to generate these reports. This screen is available only if the system is integrated with the third party reporting system. This screen contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Report Code	Used to specify the report code. <b>Note:</b> You can search for a report by clicking the <b>Search</b> (🔍) icon corresponding to the field.	Yes
Report Description	Displays the description of the report.	Not applicable
Sequence	Displays the sequence number of the parameter.	Not applicable

Field Name	Field Description	Mandatory (Yes or No)
Parameter	Displays the parameters defined for the report.	Not applicable
Parameter Value	Used to specify the value for the parameter. <b>Note:</b> For some of the parameters, the default value is displayed. These default values are defined for the parameters in the <b>Report Definition</b> screen.	Yes (Conditional) <b>Note:</b> If the parameter is set as required while defining a report, you have to specify the value for the parameter.

This screen contains the following buttons:

Button Name	Button Description
Submit	Used to generate the report.

### **Related Topics**

For more information on...	See...
How to generate the CI_CSEOPN report	<a href="#">Generating the CI_CSEOPN Report</a> on page 361
How to generate the CI_CSESGS report	<a href="#">Generating the CI_CSESGS Report</a> on page 363
How to generate the CI_CSESTS report	<a href="#">Generating the CI_CSESTS Report</a> on page 364
How to generate the CI_CUSTCN report	<a href="#">Generating the CI_CUSTCN Report</a> on page 365
How to generate the CI_GLACSM report	<a href="#">Generating the CI_GLACSM Report</a> on page 366
How to generate the CI_LTRGN_ENG report	<a href="#">Generating the CI_LTRGN_ENG Report</a> on page 367
How to generate the CI_PMTBAL report	<a href="#">Generating the CI_PMTBAL Report</a> on page 368
How to generate the CI_RCVAGA report	<a href="#">Generating the CI_RCVAGA Report</a> on page 369
How to generate the CI_TDENTR report	<a href="#">Generating the CI_TDENTR Report</a> on page 370
How to generate the CI_TXPYBL report	<a href="#">Generating the CI_TXPYBL Report</a> on page 371

## **Generating the CI\_CSEOPN Report**

The **Open Cases by Type (CI\_CSEOPN)** report allows you to view cases that are currently open. The data is grouped based on the case type. For each case type, the report shows:

- Number of open cases in various age buckets (the last three parameters control the size (in days) of each bucket)
- Percentage of open cases in various age buckets
- Details of the open cases

### **Procedure**

To generate the CI\_CSEOPN report:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Batch** and then click **Report Submission**.  
The **Report Search** window appears.
4. Enter **CI\_CSEOPN** in the **Report Code** field.

- Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date (YYYY-MM-DD)	Used to search for cases that are created on or after the specified date and are still open. <b>Note:</b> If you do not specify the start date, the system sets the start date to the current date minus seven days.	No
End Date (YYYY-MM-DD)	Used to search for cases that are created on or before the specified date and are still open. <b>Note:</b> If you do not specify the end date, the system sets the current date as the end date.	No
Case Type	Used to specify the case type. <b>Note:</b> If you specify the case type, only open cases of that type are listed in the report.	No
Responsible User	Used to specify the user name. <b>Note:</b> If you specify the user name, only open cases that are handled by that user are listed in the report.	No
First Bucket High Limit	Used to group cases that are open for less than or equal to the specified number of days.	Yes
Second Bucket High Limit	Used to group cases that are open for less than or equal to the specified number of days, but greater than the number of days specified in the <b>First Bucket High Limit</b> field.	Yes
Third Bucket High Limit	Used to group cases that are open for less than or equal to the specified number of days, but greater than the number of days specified in the <b>Second Bucket High Limit</b> field.	Yes

- Enter the parameters based on which you want to generate the report.

- Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

- Enter the BI publisher user name and password.

- Click **Login**.

The report appears in Oracle BI Publisher.

### **Related Topics**

For more information on...	See...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 360
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 360

## Generating the CI\_CSESGS Report

The **Case Statistics for a Given Status (CI\_CSESGS)** report allows you to view cases of a given case type that transitioned to a given status within a given date range. It also shows the number and percentage of cases grouped by the time it took to reach the status in the graphical format. These statistics are grouped into age buckets whose size (in days) is controlled by the following parameters:

- First Bucket High Limit
- Second Bucket High Limit
- Third Bucket High Limit

In addition, this report shows the minimum, maximum, average, and median time taken to reach the status.

### **Procedure**

To generate the CI\_CSESGS report:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Batch** and then click **Report Submission**.  
The **Report Search** window appears.
4. Enter **CI\_CSESGS** in the **Report Code** field.
5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date (YYYY-MM-DD)	Used to search for cases of a given case type that transitioned to a given status on or after the specified date.  <b>Note:</b> If you do not specify the start date, the system sets the start date to the current date minus seven days.	No
End Date (YYYY-MM-DD)	Used to search for cases of a given case type that transitioned to a given status on or before the specified date.  <b>Note:</b> If you do not specify the end date, the system sets the current date as the end date.	No
Case Type/Status	Used to specify the case type and status for which you want to generate the report. You must specify the criteria in the <i>Case Type   Status</i> format.	Yes
Responsible User	Used to specify the user name.  <b>Note:</b> If you specify the user name, only cases that are handled by that user are listed in the report.	No
First Bucket High Limit (in days)	Used to group cases that took less than or equal to the specified number of days to reach a given status.	No

Field Name	Field Description	Mandatory (Yes or No)
Second Bucket High Limit (in days)	Used to group cases that took less than or equal to the specified number of days, but greater than the number of days specified in the <b>First Bucket High Limit</b> field to reach a given status.	No
Third Bucket High Limit (in days)	Used to group cases that took less than or equal to the specified number of days, but greater than the number of days specified in the <b>Second Bucket High Limit</b> field to reach a given status.	No

6. Enter the parameters based on which you want to generate the report.

7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.

9. Click **Login**.

The report appears in Oracle BI Publisher.

### **Related Topics**

For more information on...	See...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 360
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 360

## **Generating the CI\_CSESTS Report**

The **Case Statistics by Case Type (CI\_CSESTS)** report allows you to view the number and percentage of cases that are open and/or closed. The data is grouped based on the case type.

### **Procedure**

To generate the CI\_CSESTS report:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

3. From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

4. Enter **CI\_CSESTS** in the **Report Code** field.

5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date (YYYY-MM-DD)	Used to search for the following: <ul style="list-style-type: none"> <li>Cases that are created on or after the specified date and are currently open</li> <li>Cases that are closed on or after the specified date</li> </ul>	No
End date (YYYY-MM-DD)	Used to search for the following: <ul style="list-style-type: none"> <li>Cases that are created on or before the specified date and are currently open</li> <li>Cases that are closed on or before the specified date</li> </ul>	No
Case Condition	Used to indicate whether you want to generate the report for open or closed cases. <ul style="list-style-type: none"> <li>OPEN</li> <li>CLSD</li> </ul> If you want to generate the report for both open and closed cases, leave this field blank.	No

6. Enter the parameters based on which you want to generate the report.

7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.

9. Click **Login**.

The report appears in Oracle BI Publisher.

### **Related Topics**

For more information on...	See...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 360
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 360

## **Generating the CI\_CUSTCN Report**

The **Customer Contact by Type (CI\_CUSTCN)** report allows you to view all the customer contacts that are created for a given contact class and contact type within a given date range. It displays information both in textual and graphical formats.

### **Procedure**

To generate the CI\_CUSTCN report:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.

- From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

- Enter **CI\_CUSTCN** in the **Report Code** field.
- Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date (YYYY-MM-DD)	Used to search for customer contacts that are created on or after the specified date.	No
End date (YYYY-MM-DD)	Used to search for customer contacts that are created on or before the specified date.	No
Customer Contact Class/Type	Used to specify the customer contact class and type for which you want to generate the report. If you want to generate the report for all the contact types within a given contact class, just specify the customer contact class. However, if you want to generate the report for a given contact type within a given contact class, then specify both in the Customer Contact Class   Type format.	No

- Enter the parameters based on which you want to generate the report.
- Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

- Enter the BI publisher user name and password.
- Click **Login**.

The report appears in Oracle BI Publisher.

### **Related Topics**

For more information on...	See...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 360
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 360

## **Generating the CI\_GLACSM Report**

The **GL Accounting Summary (CI\_GLACSM)** report allows you to view the financial transactions created in ORMB for a given accounting period. The data is grouped based on the GL account types, divisions, and GL divisions.

### **Procedure**

To generate the CI\_GLACSM report:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Main Menu** option from the list.
- From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

4. Enter **CI\_GLACSM** in the **Report Code** field.
5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Accounting period	Used to specify the accounting period for which you want to generate the report. You must specify a valid fiscal year and accounting period for a valid accounting calendar in the following format:  CALENDAR_ID   FISCAL_YEAR   ACCOUNTING_PERIOD	Yes
Characteristic Type - Account type	Used to specify the GL account type for which you want to generate the report.	Yes

6. Enter the parameters based on which you want to generate the report.
7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.
9. Click **Login**.

The report appears in Oracle BI Publisher.

### Related Topics

For more information on...	See...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 360
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 360

## Generating the CI\_LTRGN\_ENG Report

The **Letter Print - Sample Welcome Letter (CI\_LTRGN\_ENG)** report allows you to produce a sample welcome letter for a new customer. The letter contains the name and address of the company which is extracted from the installation options. The text for the letter is defined in the report layout. The report is printed according to the customer's language definition, and not based on the user's language definition.

This report contains the following text:

“Welcome to <Company Name>. You have been filed with ID Number <Person ID>.

We hope to provide you with our best possible service. If you experience any problems or have any questions, please contact one of our customer service representatives at (800)1234567.”

**Note:** The <Company Name> is stored as a message in the installation options, and the <Person ID> is stored in the customer contact.

### Procedure

To generate the CI\_LTRGN\_ENG report:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

4. Enter **CI\_LTRGN\_ENG** in the **Report Code** field.
5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Batch Switch	Used to indicate whether you want to access this report online or not. To access the report online, set the value to <b>N</b> .	Yes
Customer Contact ID	Used to specify the ID of the customer contact associated with the main customer for whom you want to generate the letter.	Yes

6. Enter the parameters based on which you want to generate the report.
7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.
9. Click **Login**.

The report appears in Oracle BI Publisher.

### **Related Topics**

For more information on...	See...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 360
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 360

## **Generating the CI\_PMTBAL Report**

The **Payments Balance (CI\_PMTBAL)** report allows you to view all the payments received and cancelled within a given date range. The data is grouped based on the tender source and the type of payment. This report is used for financial control and audit purposes.

### **Procedure**

To generate the CI\_PMTBAL report:

1. Click the **Menu** link in the **Actions/Navigation** area.
- A list appears.
2. Select the **Main Menu** option from the list.
  3. From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

4. Enter **CI\_PMTBAL** in the **Report Code** field.

- Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to search for payments received and cancelled on or after the specified date. <b>Note:</b> If you do not specify the start date, the system sets the start date to the current date minus seven days.	No
End Date	Used to search for payments received and cancelled on or before the specified date. <b>Note:</b> If you do not specify the end date, the system sets the current date as the end date.	No

- Enter the parameters based on which you want to generate the report.
- Click **Submit**.
- The **Oracle BI Publisher Enterprise Login** page appears.
- Enter the BI publisher user name and password.
- Click **Login**.

The report appears in Oracle BI Publisher.

#### **Related Topics**

For more information on...	See...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 360
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 360

## **Generating the CI\_RCVAGA Report**

The **Receivables Aging (CI\_RCVAGA)** report lists all accounts and their arrears information as of the input cutoff date using the balance forward accounting method. Outstanding debt is placed into the buckets provided as input using the age of the debt as of the cutoff date. For each account, charges that are not yet billed are displayed in the **Unbilled A/R (\$)** column.

#### **Procedure**

To generate the CI\_RCVAGA report:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Main Menu** option from the list.
- From the **Main Menu**, select **Batch** and then click **Report Submission**.  
The **Report Search** window appears.
- Enter **CI\_RCVAGA** in the **Report Code** field.
- Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Cutoff Date	Used to specify the date from when the arrears should be calculated. <b>Note:</b> If you do not specify the cutoff date, the system sets the cutoff date to the current date minus seven days.	No
1 <sup>st</sup> Bucket High Limit	Used to group debts that are outstanding for less than or equal to the specified number of days.	Yes
2 <sup>nd</sup> Bucket High Limit	Used to group debts that are outstanding for less than or equal to the specified number of days, but greater than the number of days specified in the <b>First Bucket High Limit</b> field.	Yes
3 <sup>rd</sup> Bucket High Limit	Used to group debts that are outstanding for less than or equal to the specified number of days, but greater than the number of days specified in the <b>Second Bucket High Limit</b> field.	Yes

6. Enter the parameters based on which you want to generate the report.
7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.
9. Click **Login**.

The report appears in Oracle BI Publisher.

### **Related Topics**

For more information on...	See...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 360
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 360

## **Generating the CI\_TDENTR Report**

The **To Do Entries (CI\_TDENTR)** report allows you to view the total number of To Do entries that are open or being worked on for each To Do type. It displays information both in textual and graphical formats.

### **Procedure**

To generate the CI\_TDENTR report:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

4. Enter **CI\_TDENTR** in the **Report Code** field.
5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
To Do Entry Status	Used to include To Do entries with the specified status in the report. <b>Note:</b> If you leave this field blank, the report shows To Do entries with all the statuses.	No
To Do Type	Used to include To Do entries with the specified To Do type in the report. <b>Note:</b> If you leave this field blank, the report shows To Do entries with all the To Do types.	No

6. Enter the parameters based on which you want to generate the report.
7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.
9. Click **Login**.

The report appears in Oracle BI Publisher.

### **Related Topics**

For more information on...	See...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 360
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 360

## **Generating the CI\_TXPYBL Report**

The **Tax Payables Analysis (CI\_TXPYBL)** report allows you to view the tax amounts that were levied by the company to customers within a given date range. It also shows the tax exempted during that period.

This report considers tax amounts of only those financial transactions which satisfy the following criteria:

- The financial transaction is frozen.
- The accounting date of the financial transaction is within a given date range.
- The distribution code associated with the financial transaction has a characteristic type and value that matches the one specified as the input parameters.

The report also provides tax exemption information for bill segments whose financial transactions satisfy the above criteria. The tax exemption information is retrieved by looking at the bill calculation lines associated with the financial transaction's bill segment.

### **Procedure**

To generate the CI\_TXPYBL report:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Main Menu** option from the list.
3. From the **Main Menu**, select **Batch** and then click **Report Submission**.

The **Report Search** window appears.

4. Enter **CI\_TXPYBL** in the **Report Code** field.
5. Click the **Search** (🔍) icon corresponding to the **Report Code** field.

The **Report Submission** screen appears with the following parameters:

Field Name	Field Description	Mandatory (Yes or No)
Start Date	Used to specify the date from when the report should be generated.  <b>Note:</b> If you do not specify the start date, the system sets the start date to the current date minus seven days.	No
End Date	Used to specify the date till when the report should be generated.  <b>Note:</b> If you do not specify the end date, the system sets the current date as the end date.	No
Account Type Characteristic	Used to specify the characteristic type. You must always specify the characteristic type as <code>Account Type</code> . Otherwise, the report will not be generated.	Yes
Account Type Char Value for Tax Related GL Account	Used to specify the value for the characteristic type.	Yes

6. Enter the parameters based on which you want to generate the report.
7. Click **Submit**.

The **Oracle BI Publisher Enterprise Login** page appears.

8. Enter the BI publisher user name and password.
9. Click **Login**.

The report appears in Oracle BI Publisher.

### **Related Topics**

For more information on...	See...
<b>Report Search</b> window	<a href="#">Report Search</a> on page 360
<b>Report Submission</b> screen	<a href="#">Report Submission</a> on page 360

---

# Appendix

## A

---

### Most Commonly Used Tasks

---

**Topics:**

- *Changing the Layout*
- *Searching for a Product*
- *Searching for an Algorithm*
- *Searching for a UI Map*
- *Searching for a To Do Role*
- *Searching for a To Do Type*
- *Searching for a Business Object*
- *Searching for a Field*
- *Searching for an Approval Workflow Group*
- *Searching for an Approval Workflow Chain*
- *Searching for an Approval Workflow Criteria Type*
- *Searching for a Dependent Rule*
- *Searching for a Parameter*
- *Searching for an Access Group*
- *Searching for a Bill Message*
- *Searching for a Predefined Characteristic Value*
- *Searching for a Price List*
- *Searching for a Transaction Source Code*

This section lists some of the common tasks that are performed while using various functionality in the application.

## Changing the Layout

---

You can change the layout of the zone by:

- [Removing a Column from the Zone](#) on page 374
- [Adding a Column to the Zone](#) on page 374
- [Rearranging Columns in the Zone](#) on page 374

### Removing a Column from the Zone

To remove a column from the zone:

1. Click the column name that you want to remove from the zone.

A toolbar with the **Delete** (✖) symbols appears in the zone.

2. Drag and drop the column name over the toolbar.

The column is removed from the zone, and the toolbar is replaced with the **Refresh** button. If you want to remove another column from the zone, repeat the first step. You will note that the **Refresh** button is replaced by the toolbar.

#### Related Topics

For more information on...	See...
How to change the layout of the zone	<a href="#">Changing the Layout</a> on page 374

### Adding a Column to the Zone

Once you have removed the columns from the zone, you can add them back to the zone. To add a column to the zone:

1. Click the **Explorer** (☰) icon in the upper right corner of the zone.

A panel appears at the bottom of the zone with a list of column names.

**Note:** The column names with the orange background in the panel are currently not displayed in the zone.

2. Drag and drop the column name from the panel to the location where you want to add the column in the zone.

The orange background of the column name in the panel changes to the blue background indicating that the column is currently displayed in the zone.

#### Related Topics

For more information on...	See...
How to change the layout of the zone	<a href="#">Changing the Layout</a> on page 374

### Rearranging Columns in the Zone

You can change the order in which the columns are displayed in the zone. To change the position of a column in the zone:

1. Click the column name whose position you want to change in the zone.

2. Drag and drop the column name between the columns where you want to place the selected column.

The position of the column changes in the zone.

### Related Topics

For more information on...	See...
How to change the layout of the zone	<a href="#">Changing the Layout</a> on page 374

## Searching for a Product

### Procedure

To search for a product:

1. Click the **Search** (🔍) icon corresponding to the **Product** field.

A screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Parent Product	Displays the bundle or parent product code.	Not applicable
Child Product	Used to specify the code of the product that you want to add.	No
Description	Used to specify the description of the product that you want to add.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Product	Displays the product code.
Description	Displays the description of the product.

4. In the **Search Results** section, click the product that you want to add to the bundle.

The product is selected and displayed in the **Product** field.

### Related Topics

For more information on...	See...
How to add a product to a bundle	<a href="#">Adding a Product to a Bundle</a> on page 124

## Searching for an Algorithm

---

### Procedure

To search for an algorithm:

1. Click the **Search** (🔍) icon corresponding to the respective field.

The **Search Algorithm** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Algorithm	Used to specify the code of the algorithm.	No
Description	Used to specify the description of the algorithm.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Algorithm	Displays the code of the algorithm.
Algorithm Type	Displays the type of the algorithm.
Description	Displays the description of the algorithm.

### Related Topics

For more information on...	See...
How to define an approval workflow group	<a href="#">Defining an Approval Workflow Group</a> on page 229
How to edit an approval workflow group	<a href="#">Editing an Approval Workflow Group</a> on page 233
How to define an approval level	<a href="#">Defining an Approval Level</a> on page 248
How to edit an approval level	<a href="#">Editing an Approval Level</a> on page 249
How to define approval workflow settings	<a href="#">Defining Approval Workflow Settings</a> on page 262
How to edit approval workflow settings	<a href="#">Editing Approval Workflow Settings</a> on page 263

## Searching for a UI Map

---

### Procedure

To search for a UI map:

1. Click the **Search** (🔍) icon corresponding to the respective field.

The **Search UI Map** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
UI Map Code	Used to specify the code of the UI map.	No
Description	Used to specify the description of the UI map.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
UI Map Code	Displays the code of the UI map.
Description	Displays the description of the UI map.

#### **Related Topics**

For more information on...	See...
How to define an approval workflow group	<a href="#">Defining an Approval Workflow Group</a> on page 229
How to edit an approval workflow group	<a href="#">Editing an Approval Workflow Group</a> on page 233

## Searching for a To Do Role

### **Procedure**

To search for a To Do role:

1. Click the **Search** (🔍) icon corresponding to the respective field.

The **Search To Do Role** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Role ID	Used to specify the To Do role ID.	No
Description	Used to specify the description of the To Do role.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Role ID	Displays the To Do role ID.
Description	Displays the description of the To Do role.

### Related Topics

For more information on...	See...
How to define an approval workflow chain	<a href="#">Defining an Approval Workflow Chain</a> on page 246
How to edit an approval workflow chain	<a href="#">Editing an Approval Workflow Chain</a> on page 247
How to define an approval level	<a href="#">Defining an Approval Level</a> on page 248
How to edit an approval level	<a href="#">Editing an Approval Level</a> on page 249

## Searching for a To Do Type

### Procedure

To search for a To Do type:

- Click the **Search** (🔍) icon corresponding to the respective field.

The **Search To Do Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
To Do Type	Used to specify the code of the To Do type.	No
Description	Used to specify the description of the To Do type.	No

- Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

- Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
To Do Type	Displays the code of the To Do type.
Description	Displays the description of the To Do type.
Priority	Indicates the priority of the To Do type.
To Do Type Usage	Indicates whether the To Dos of this type are created automatically by the system or manually by a user.

**Related Topics**

For more information on...	See...
How to define an approval level	<a href="#">Defining an Approval Level</a> on page 248
How to edit an approval level	<a href="#">Editing an Approval Level</a> on page 249

**Searching for a Business Object****Procedure**

To search for a business object:

1. Click the **Search** (🔍) icon corresponding to the respective field.

The **Search Business Object** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Used to specify the code of the business object.	No
Description	Used to specify the description of the business object.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Code	Displays the code of the business object.
Description	Displays the description of the business object.

**Related Topics**

For more information on...	See...
How to add a business object in the approval workflow group	<a href="#">Adding a Business Object</a> on page 238
How to edit a business object in the approval workflow group	<a href="#">Editing a Business Object</a> on page 239
How to define a relationship between business objects in the approval workflow group	<a href="#">Defining a Group BO Relation</a> on page 241
How to change the business object's relationship details in the approval workflow group	<a href="#">Editing a Group BO Relation</a> on page 242
How to define an approval workflow criteria type	<a href="#">Defining an Approval Workflow Criteria Type</a> on page 252

<b>For more information on...</b>	<b>See...</b>
How to edit an approval workflow criteria type	<a href="#">Editing an Approval Workflow Criteria Type</a> on page 253

## Searching for a Field

---

### Procedure

To search for a field:

1. Click the **Search** (🔍) icon corresponding to the respective field.

The **Search Field** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Field	Used to specify the name of the field.	No
Description	Used to specify the description of the field.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Field	Displays the name of the field.
Description	Displays the description of the field.

### Related Topics

<b>For more information on...</b>	<b>See...</b>
How to define an approval workflow criteria type	<a href="#">Defining an Approval Workflow Criteria Type</a> on page 252
How to edit an approval workflow criteria type	<a href="#">Editing an Approval Workflow Criteria Type</a> on page 253
How to create a rule type	<a href="#">Creating a Rule Type</a> on page 275
How to edit a rule type	<a href="#">Editing a Rule Type</a> on page 276
How to copy a rule type	<a href="#">Copying a Rule Type</a> on page 278

## Searching for an Approval Workflow Group

---

**Procedure**

To search for an approval workflow group:

1. Click the **Search** (🔍) icon corresponding to the respective field.

The **Search Approval Workflow Group** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Used to specify the code of the approval workflow group.	No
Description	Used to specify the description of the approval workflow group.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Code	Displays the code of the approval workflow group.
Description	Displays the description of the approval workflow group.

**Related Topics**

For more information on...	See...
How to create an approval workflow group chain link	<a href="#">Creating an Approval Workflow Group Chain Link</a> on page 256
How to edit an approval workflow group chain link	<a href="#">Editing an Approval Workflow Group Chain Link</a> on page 257
How to define approval workflow settings	<a href="#">Defining Approval Workflow Settings</a> on page 262
How to edit approval workflow settings	<a href="#">Editing Approval Workflow Settings</a> on page 263

## Searching for an Approval Workflow Chain

---

**Procedure**

To search for an approval workflow chain:

1. Click the **Search** (🔍) icon corresponding to the respective field.

The **Search Approval Workflow Chain** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Used to specify the code of the approval workflow chain.	No
Description	Used to specify the description of the approval workflow chain.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Code	Displays the code of the approval workflow chain.
Description	Displays the description of the approval workflow chain.

### Related Topics

For more information on...	See...
How to create an approval workflow group chain link	<a href="#">Creating an Approval Workflow Group Chain Link</a> on page 256
How to edit an approval workflow group chain link	<a href="#">Editing an Approval Workflow Group Chain Link</a> on page 257

## Searching for an Approval Workflow Criteria Type

### Procedure

To search for an approval workflow criteria type:

1. Click the **Search** (🔍) icon corresponding to the respective field.

The **Search Approval Workflow Criteria Type** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Code	Used to specify the code of the approval workflow criteria type.	No
Description	Used to specify the description of the approval workflow criteria type.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields

except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click the **Search** (🔍) icon corresponding to the field in which you have specified the criteria.

The search results appear. It contains the following columns:

Column Name	Column Description
Code	Displays the code of the approval workflow criteria type.
Description	Displays the description of the approval workflow criteria type.

### Related Topics

For more information on...	See...
How to create an approval workflow group chain link	<a href="#">Creating an Approval Workflow Group Chain Link</a> on page 256
How to edit an approval workflow group chain link	<a href="#">Editing an Approval Workflow Group Chain Link</a> on page 257

## Searching for a Dependent Rule

### Procedure

To search for a dependent rule:

1. Click the **Search** (🔍) icon corresponding to the **Dependent Rule** field.

The **Search Rule** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Code	Used to specify the rule code.	No
Rule Type	Used to specify the type of the rule.	No
Description	Used to specify the description of the rule.	No
Rule Priority	Used to specify the priority of the rule.	No
Effective Start Date	Used to specify the date from when the rule is effective.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click **Refresh**.

The search results appear. It contains the following columns:

Column Name	Column Description
Rule Code	Displays the rule code.
Description	Displays the description of the rule.
Rule Type	Displays the type of the rule.
Rule Priority	Displays the priority of the rule.
Start Date	Displays the date from when the rule is effective.
End Date	Displays the date till when the rule is effective.

### Related Topics

For more information on...	See...
How to define a rule	<a href="#">Defining a Rule</a> on page 281
How to edit a rule	<a href="#">Editing a Rule</a> on page 285
How to copy a rule	<a href="#">Copying a Rule</a> on page 289

## Searching for a Parameter

### Procedure

To search for a parameter:

1. Click the **Search** (🔍) icon corresponding to the **Parameter Name** field.

The **Search Parameter** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Rule Type	Used to specify the rule type.	No
Description	Used to specify the description of the rule type.	No
Parameter Name	Used to specify the field name.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click **Refresh**.

The search results appear. It contains the following columns:

Column Name	Column Description
Parameter Name	Displays the field associated the rule type.
Rule Type	Displays the rule type.

Column Name	Column Description
Description	Displays the description of the rule type.

### Related Topics

For more information on...	See...
How to define a rule	<a href="#">Defining a Rule</a> on page 281
How to edit a rule	<a href="#">Editing a Rule</a> on page 285
How to copy a rule	<a href="#">Copying a Rule</a> on page 289

## Searching for an Access Group

### Procedure

To search for an access group:

1. Click the **Search** () icon corresponding to the **Access Group** field.

The **Access Group Search** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Access Group	Used to specify the access group code.	No
Description	Used to specify the description of the access group.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click **Refresh**.

The search results appear. It contains the following columns:

Column Name	Column Description
Access Group	Displays the access group code.
Description	Displays the description of the access group.

### Related Topics

For more information on...	See...
How to associate access groups with a division	<a href="#">Associating Access Groups with a Division</a> on page 160

## Searching for a Bill Message

---

### Procedure

To search for a bill message:

1. Click the **Search** (🔍) icon corresponding to the **Bill Message** field.

The **Bill Message Search** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Message Code	Used to specify the bill message code.	No
Description	Used to specify the description of the bill message.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the '%' wildcard character in all the input fields except the date fields. The '%' wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click **Refresh**.

The search results appear. It contains the following columns:

Column Name	Column Description
Message Code	Displays the bill message code.
Description	Displays the description of the bill message.
Priority	Indicates the order in which the message should appear when multiple messages appear on a bill.

### Related Topics

For more information on...	See...
How to associate bill messages with a division	<a href="#">Associating Bill Messages with a Division</a> on page 167

## Searching for a Predefined Characteristic Value

---

### Procedure

To search for a predefined characteristic value:

1. Click the **Search** (🔍) icon corresponding to the **Characteristic Value** field.

**Note:** The **Search** icon appears corresponding to the **Characteristic Value** field only when you select a predefined characteristic type.

The **Search Characteristic Value** screen appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Characteristic Type	Displays the predefined characteristic type whose values you want to search.	Not applicable
Characteristic Value	Used to specify the predefined characteristic value.	No
Description	Used to specify the description of the predefined characteristic value.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click **Refresh**.

The search results appear. It contains the following columns:

Column Name	Column Description
Characteristic Value	Displays the predefined characteristic value.
Description	Displays the description of the predefined characteristic value.

### Related Topics

For more information on...	See...
How to define characteristics for a product	<a href="#">Defining Characteristics for a Product</a> on page 101
How to define division-specific characteristics for a product	<a href="#">Defining Division-Specific Characteristics for a Product</a> on page 103
How to define characteristics for a division	<a href="#">Defining Characteristics for a Division</a> on page 166

## Searching for a Price List

### Procedure

To search for a price list:

1. Click the **Search** () icon corresponding to the **Price List ID** field.

The **Price List Search** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Price List ID	Used to specify the price list ID.	No
Description	Used to specify the description of the price list.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields

except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

### 3. Click **Refresh**.

The search results appear. It contains the following columns:

Column Name	Column Description
Price List ID	Displays the price list ID.
Description	Displays the description of the price list.

### **Related Topics**

For more information on...	See...
How to associate price lists with a division	<a href="#">Associating Price Lists with a Division</a> on page 161

## Searching for a Transaction Source Code

### **Procedure**

To search for a transaction source code:

1. Click the **Search** (🔍) icon corresponding to the **Transaction Source Code** field.

The **Transaction Source Search** window appears. It contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Transaction Source Code	Used to specify the transaction source code.	No
Description	Used to specify the description of the transaction source.	No

2. Enter the search criteria.

**Note:** ORMB search engine supports wildcard search, where you can substitute the percentage (%) symbol as a stand in for any word or letter in a search criteria. You can use the ‘%’ wildcard character in all the input fields except the date fields. The ‘%’ wildcard character is suffixed automatically at the end of the partial search criteria. Therefore, you may or may not specify the wildcard character at the end of the partial search criteria. However, you have to prefix the wildcard character manually wherever required.

3. Click **Refresh**.

The search results appear. It contains the following columns:

Column Name	Column Description
Transaction Source Code	Displays the transaction source code.
Description	Displays the description of the transaction source.

### **Related Topics**

For more information on...	See...
How to associate transaction source codes with a division	<a href="#">Associating Transaction Source Codes with a Division</a> on page 162



---

# Appendix

# B

---

## Administration

---

### Topics:

- [\*Setting the C1\\_MLTCURACC Feature Configuration\*](#)
- [\*Changing the Highlighting Colors\*](#)
- [\*Creating Input UI Map for an Approval Workflow Group\*](#)
- [\*Creating Display UI Map for an Approval Workflow Group\*](#)

This section lists some of the administrative tasks.

## Setting the C1\_MLTCURACC Feature Configuration

### Prerequisites

To set the C1\_MLTCURACC feature configuration, you should have:

- Currency conversion algorithm defined in the system
- Transfer adjustment type defined for currency conversion
- Cancel reason code defined for currency conversion adjustment
- Required To Do types defined in the system

### Procedure

To set the C1\_MLTCURACC feature configuration:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **F** and then click **Feature Configuration**.  
The **Feature Configuration Search** screen appears.
4. Enter **C1\_MLTCURACC** in the **Feature Name** field.
5. Click the **Search** (🔍) icon corresponding to the **Feature Name** field.

The **Feature Configuration** screen appears. It contains the following option types:

Option Type	Description	Mandatory (Yes or No)
Allow Multi-Currency Accounts	Indicates whether the Multi-Currency Accounts feature is switched on or off. To switch on this feature, set the <b>Allow Multi-Currency Accounts</b> option type to <b>Y</b> . By default, the value is set to <b>N</b> .  <b>Note:</b> When the <b>Allow Multi-Currency Accounts</b> option type is set to <b>N</b> , the base currency of the account's division appears in the <b>Invoice Currency</b> field while creating an account. If the account's division does not have a base currency defined, the currency code specified in the <b>Installation Options - Framework</b> screen is used.	Yes
Currency Conversion Algorithm	Used to specify the name of the algorithm that you want to be used for currency conversion. This algorithm is the same as the one used for currency conversion in billing.	Yes
Transfer Adjustment Type for Currency Conversion	Used to specify the adjustment type that you want to be used automatically when financial amount in one currency is converted to another currency.	Yes
Cancel Reason Code for Currency Conversion Adjustment	Used to specify the reason code that must be used automatically when the transfer adjustments are cancelled while reopening a bill.	Yes

Option Type	Description	Mandatory (Yes or No)
Payment Distribution To-Do	Used to specify the To Do type that you want to be generated when the bill currency does not match the excess credit amount currency.	Yes

- Enter the values for the required option types.
- Click the **Save** link in the **Actions/Navigation** area.

The changes are saved.

### Related Topics

For more information on...	See...
Multi-Currency Accounts functionality	<a href="#">Multi-Currency Accounts</a> on page 269

## Changing the Highlighting Colors

While approving, rejecting, or cancelling approval workflow requests where the submitter action is Update (UPD), you will be able to compare the existing and new data. By default, any modifications are highlighted in the Yellow (9933FF) color and new additions are highlighted in the Purple (FFFF66) color. You can easily change these default colors.

### Procedure

For example, to highlight any modifications in the red (#FF0000) color and new additions in the blue (#0000FF) color:

- Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
- Select the **Admin Menu** option from the list.
- From the **Admin Menu**, select **F** and then click **Feature Configuration**.  
The **Feature Configuration Search** screen appears.
- Enter **C1\_AXENTITY** in the **Feature Name** field.
- Click the **Search** (🔍) icon corresponding to the **Feature Name** field.  
The **Feature Configuration** screen appears.
- Enter **#0000FF** in the **Value** field corresponding to the **Approval Transaction Compare New or Missing Entry Color** option type so that new additions are highlighted in the blue color.
- Enter **#FF0000** in the **Value** field corresponding to the **Approval Transaction Compare Value Changed Color** option type so that any modifications are highlighted in the red color.
- Click the **Save** link in the **Actions/Navigation** area.

The changes are saved.

### Related Topics

For more information on...	See...
How to approve a request	<a href="#">Approving a Request</a> on page 180

For more information on...	See...
How to reject a request	<a href="#">Rejecting a Request</a> on page 181
How to cancel a request	<a href="#">Cancelling a Request</a> on page 182
How to approve price assignment request of an account	<a href="#">Approving Price Assignment Request of an Account</a> on page 198
How to approve price assignment request of a customer	<a href="#">Approving Price Assignment Request of a Customer</a> on page 199
How to approve price assignment request of a price list	<a href="#">Approving Price Assignment Request of a Price List</a> on page 200
How to reject price assignment request of an account	<a href="#">Rejecting Price Assignment Request of an Account</a> on page 201
How to reject price assignment request of a customer	<a href="#">Rejecting Price Assignment Request of a Customer</a> on page 203
How to reject price assignment request of a price list	<a href="#">Rejecting Price Assignment Request of a Price List</a> on page 204
How to cancel price assignment request of an account	<a href="#">Cancelling Price Assignment Request of an Account</a> on page 205
How to cancel price assignment request of a customer	<a href="#">Cancelling Price Assignment Request of a Customer</a> on page 206
How to cancel price assignment request of a price list	<a href="#">Cancelling Price Assignment Request of a Price List</a> on page 207

## Creating Input UI Map for an Approval Workflow Group

The system provides you with the ability to automatically generate an Input UI map, and associate it with the approval workflow group. Alternatively, you can create an Input UI map manually, and attach it to the approval workflow group.

### Procedure

To create an Input UI map manually:

1. Click the **Menu** link in the **Actions/Navigation** area.  
A list appears.
2. Select the **Admin Menu** option from the list.
3. From the **Admin Menu**, select **U** and then click the **Add** (+) icon corresponding to **UI Map**.

The **UI Map** screen appears.

4. In the **Main** tab, enter the name and description of the Input UI map.

**Note:** The system uses the `CM_<Approval Workflow Group Code>_AppTxn_Input` naming convention while automatically generating an Input UI map. Therefore, do not use this naming convention while creating an Input UI map manually.

5. Select **Complete HTML Document** from the **UI Map Type** list.
6. Click the **Schema** tab.

The **Schema** tab appears.

7. Add the following schema in the **Scheme Editor** zone:

```
<schema>
  <approvalTransactionId/>
  <action/>
  <<Business Object Name> type="group">
    <includeBO name="<Business Object Name>" />
  </<Business Object Name>>
</schema>
```

In the above schema, you must replace <Business Object Name> with the name of the business object. For example, if you want to create an **Input UI** map for account, you must use the following schema:

```
<schema>
  <approvalTransactionId/>
  <action/>
  <account type="group">
    <includeBO name="Account" />
  </account>
</schema>
```

The <approvalTransactionId/> tag is used in the schema to retrieve the approval transaction ID of the respective business object. The <action/> tag is used in the schema to retrieve the action performed by the submitter.

8. Click the **Save** link in the **Actions/Navigation** area.

The **Display Only** and **Input Map** buttons are enabled on the dashboard.

9. Click the **Input Map** button.

The HTML code is generated in the **HTML Editor** zone.

10. Add the following tag in the head tag:

```
<script language="javascript" type="text/javascript" src="code/
approvalWorkflow.js"></script>
```

11. Add the text highlighted in bold within the tag as shown below:

```
<td>
<input onClick="performAction('<Approval Workflow Group Code>');"
oraMdLabel="SAVE_BTN_LBL" class="oraButton" type="button">
<input onClick="oraSubmitMap('CANCEL', false);" oraMdLabel="CANCEL_LBL"
class="oraButton" type="button">
</td>
```

In the above HTML code, you must replace <Approval Workflow Group Code> with the code of the approval workflow group for which you are creating a UI map.

12. Click the **Save** link in the **Actions/Navigation** area.

The changes are saved.

## Related Topics

For more information on...	See...
How to define an approval workflow group	<a href="#">Defining an Approval Workflow Group</a> on page 229
How to edit an approval workflow group	<a href="#">Editing an Approval Workflow Group</a> on page 233

## Creating Display UI Map for an Approval Workflow Group

The system provides you with the ability to automatically generate a Display UI map, and associate it with the approval workflow group. Alternatively, you can create a Display UI map manually, and attach it to the approval workflow group.

### Procedure

To create a Display UI map manually:

1. Click the **Menu** link in the **Actions/Navigation** area.

A list appears.

2. Select the **Admin Menu** option from the list.

3. From the **Admin Menu**, select **U** and then click the **Add (+)** icon corresponding to **UI Map**.

The **UI Map** screen appears.

4. In the **Main** tab, enter the name and description of the Display UI map.

**Note:** The system uses the `CM_<Approval Workflow Group Code>_AppTxn_Display` naming convention while automatically generating a Display UI map. Therefore, do not use this naming convention while creating a Display UI map manually.

5. Select **Complete HTML Document** from the **UI Map Type** list.

6. Click the **Schema** tab.

The **Schema** tab appears.

7. Add the following schema in the **Scheme Editor** zone:

```
<schema>
  <<Business Object Name> type="group">
    <includeBO name="<Business Object Name>" />
  </<Business Object Name>>
</schema>
```

In the above schema, you must replace `<Business Object Name>` with the name of the business object. For example, if you want to create a Display UI map for account, you must use the following schema:

```
<schema>
  <account type="group">
    <includeBO name="Account" />
  </account>
</schema>
```

8. Click the **Save** link in the **Actions/Navigation** area.

The **Display Only** and **Input Map** buttons are enabled on the dashboard.

9. Click the **Display Only** button.

The HTML code is generated in the **HTML Editor** zone.

10. Click the **Save** link in the **Actions/Navigation** area.

The changes are saved.

### Related Topics

For more information on...	See...
How to define an approval workflow group	<a href="#">Defining an Approval Workflow Group</a> on page 229
How to edit an approval workflow group	<a href="#">Editing an Approval Workflow Group</a> on page 233





---

# Appendix

# C

---

## Control Data

---

### Topics:

- [Global Context](#)
- [Accounting Environment](#)
- [Security Environment](#)
- [Customer Class Environment](#)
- [Division Environment](#)
- [Financial Transaction Environment](#)
- [Customer Environment](#)
- [Statements](#)
- [Automatic Payment \(EFT\) Environment](#)
- [Credit and Collections Environment](#)
- [Services and Characteristics](#)
- [Bill Cycle Environment](#)
- [Rate Environment](#)
- [Late Payment Environment](#)
- [SA Configuration](#)
- [Pricing Management](#)
- [Notification and Workflow](#)
- [Wrap Up](#)

Oracle Revenue Management and Billing supports the ability to create user profiles which are customized based on the user needs. The following user profiles have been pre-configured in the system with specific set of responsibilities:

- **BKADMIN** – This is the administrator user profile that has access to all the administrative and end-user functions related to the Banking functionality in the application. The security profile definition for BKADMIN is based on the SYSUSER user who has access to all screens, transactions and administrative functions.

**Note:** BKADMIN user and password should be setup post installation for Web server because it is not pre-configured when a user logs in the database or application server.

For more information on how to setup users, how to import users from LDAP, and how to setup security profiles, refer to the framework documentation.

Besides the user profile, you need to setup the control data in the Oracle Revenue Management and Billing application. A user with the BKADMIN user rights should setup the control data.

The control data has been classified into the following categories:

- [Global Context](#) on page 401
- [Accounting Environment](#) on page 401
- [Security Environment](#) on page 403
- [Customer Class Environment](#) on page 404
- [Division Environment](#) on page 404
- [Financial Transaction Environment](#) on page 405
- [Customer Environment](#) on page 410
- [Statements](#) on page 413
- [Automatic Payment \(EFT\) Environment](#) on page 413
- [Credit and Collections Environment](#) on page 415
- [Services and Characteristics](#) on page 417
- [Bill Cycle Environment](#) on page 418
- [Rate Environment](#) on page 418
- [Late Payment Environment](#) on page 419
- [SA Configuration](#) on page 420
- [Pricing Management](#) on page 421

- [Notification and Workflow](#) on page 423
- [Wrap Up](#) on page 424

## Global Context

---

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm.  You will need to set up an algorithm that populates global context values. The global context is used by various zones in the system to display relevant data. This algorithm is plugged-in on the installation record.	You can run the <b>CI_COPIN</b> DB process to copy many of the algorithms that support basic functionality from the demonstration database.  For more information, refer to Online Help under <b>Administration &gt; Preparing To Implement &gt; How To Copy An Algorithm From The Demo Database</b> .

## Accounting Environment

---

Function	Menu	Auto Setup
Country & State	Admin Menu, Country	All base package transactions are automatically populated.
Currency Codes	Admin Menu, Currency	USD is automatically populated.
Accounting Calendar	Admin Menu, Accounting Calendar	All base package transactions are automatically populated.
GL Division	Admin Menu, General Ledger Division	All base package transactions are automatically populated.
Feature Configuration	Admin Menu, Feature Configuration.  While defining an account, if you want the system to validate whether the specified account number is unique for a division, you must set the <b>Validate External Account Char</b> option type of the <b>CI_ACCTINFO</b> feature configuration to <b>Y</b> . By default, the value is set to <b>N</b> .	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Feature Configuration	<p data-bbox="646 216 1042 247">Admin Menu, Feature Configuration.</p> <p data-bbox="646 264 1042 516">You can change the invoice currency of an account whenever required to meet the changing business needs. To activate this Multi-Currency Accounts functionality, you must set the <b>C1_MLTCURACC</b> feature configuration using the following option types:</p> <ul data-bbox="673 533 1042 1801" style="list-style-type: none"> <li data-bbox="673 533 1042 821">• <b>Allow Multi-Currency Accounts</b> – Indicates whether the Multi-Currency Accounts feature configuration is switched on or off. To switch on this feature configuration, set the <b>Allow Multi-Currency Accounts</b> option type to <b>Y</b>. By default, the value is set to <b>N</b>.</li> <li data-bbox="673 837 1042 1089">• <b>Currency Conversion Algorithm</b> – Used to specify the name of the algorithm that you want to be used for currency conversion. This algorithm is the same as the one used for currency conversion in billing.</li> <li data-bbox="673 1106 1042 1327">• <b>Transfer Adjustment Type for Currency Conversion</b> – Used to specify the adjustment type that you want to be used automatically when financial amount in one currency is converted to another currency.</li> <li data-bbox="673 1344 1042 1596">• <b>Cancel Reason Code for Currency Conversion Adjustment</b> – Used to specify the reason code that must be used automatically when the transfer adjustments are cancelled while reopening a bill.</li> <li data-bbox="673 1612 1042 1801">• <b>Payment Distribution To-Do</b> – Used to specify the To Do type that you want to be generated when the bill currency does not match the excess credit amount currency.</li> </ul>	To be setup manually as per the business requirements.

## Security Environment

Function	Menu	Auto Setup
Application Service	Admin Menu, Application Service	All base package transactions are automatically populated.
Security Type	Admin Menu, Security Type	All base package transactions are automatically populated.
User Group	Admin Menu, User Group <b>Note:</b> You will not be able to set up users at this point.	One user group, <b>ALL-SERVICES</b> , is automatically setup. It references all other application services and a single user called <b>SYSUSER</b> .  <b>Note:</b> You may be able to import sample user groups from the demonstration database. Also, you may be able to import user groups if your organization has already defined them using LDAP.
Language	Admin Menu, Language	<b>ENG</b> is automatically populated.
Display Profile	Admin Menu, Display Profile	The following two display profiles are automatically setup: <ul style="list-style-type: none"> <li>• <b>NORTHAM</b> - Displays currencies and dates in a classic American format</li> <li>• <b>EURO</b> - Displays information in a classic European format</li> </ul>
Data Access Role	Admin Menu, Data Access Role	All base package transactions are automatically populated.
Access Group	Admin Menu, Access Group	All base package transactions are automatically populated.
User	Admin Menu, User	BKADMIN is automatically set up.  <b>Note:</b> You may be able to import users if your organization has already defined them using LDAP.
Return to User Group	You must return to your user groups and define all of their users.	All base package transactions are automatically populated.

## Customer Class Environment

Function	Menu	Auto Setup
Customer Class	Admin Menu, Customer Class.  At this point, you will only be able to set up your customer class codes. You will return to these customer classes throughout the setup process to populate additional information.	To be setup manually as per the business requirements.

## Division Environment

Function	Menu	Auto Setup
Feature Configuration	Admin Menu, Feature Configuration.  There are certain division-specific validations that are triggered on the Person, Account and Contract screens. In order to activate this Division functionality for Banking, you need to set up the C1_DIVFUNCT feature. The <b>Enforce division-specific validations</b> option type for the C1_DIVFUNCT feature must be set to Y. Validations for division will not be triggered if this value is set to N.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm.  You must create algorithm for Price Assignment Search with the algorithm type as <b>C1_PRASN</b> .	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm.  You may need to set up the algorithms that would determine the actions to be taken when the status of a division is altered.	To be setup manually as per the business requirements.
Work Calendar	Admin Menu, Work Calendar	To be setup manually as per the business requirements.

<b>Function</b>	<b>Menu</b>	<b>Auto Setup</b>
Division	Admin Menu, Division. At this point, you will only be able to set up your division codes. You will return to these divisions throughout the setup process to populate additional information.	To be setup manually as per the business requirements. You must setup a division for each jurisdiction in which you conduct business using different rules. When creating customer accounts, they must be associated with an existing division. For Pricing Management functionality, setting up a division is mandatory and the system must contain information about at least one division.
Access Groups Tab in Division	Admin Menu, Division. At this time, you must define the access groups for the division.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Division. At this time, you must associate Price Assignment Search algorithm for each division.	To be setup manually as per the business requirements.

## Financial Transaction Environment

<b>Function</b>	<b>Menu</b>	<b>Auto Setup</b>
Work Calendar	Admin Menu, Work Calendar	To be setup manually as per the business requirements.
Return to Division	Admin Menu, Division. At this time, you must define the work calendar for the division.	To be setup manually as per the business requirements.
Revenue Class	Admin Menu, Revenue Class	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up the algorithm that constructs a distribution code's corresponding GL account when it is interfaced to the general ledger.	To be setup manually as per the business requirements.
Distribution Code	Admin Menu, Distribution Code	To be setup manually as per the business requirements.
Bank & Bank Accounts	Admin Menu, Bank	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Billable Charge Template	Admin Menu, Billable Charge Template.  <b>Note:</b> If you want the system to default service quantities onto billable charges created using this template, you must setup the appropriate unit of measure code, time-of-use code and/or service quantity identifier.	To be setup manually as per the business requirements.
Billable Charge Upload Line Type	Admin Menu, Billable Charge Line Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm.  You will need to set up several algorithms. These algorithms include: 1) Calculate a bill segment's bill lines, 2) Construct a bill segment's financial transaction	Rather than setting up these manually, you can run the <b>CL_COPBI</b> DB process to copy many of these algorithms from the demonstration database. Review the parameter values in these algorithms after they are copied.
Bill Segment Type	Admin Menu, Bill Segment Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm.  You will need to set up the algorithm that constructs a payment segment's financial transaction.	Rather than setting up these manually, you can run the <b>CL_COPPY</b> DB process to copy many of these algorithms from the demonstration database. Review the parameter values in these algorithms after they are copied.
Payment Segment Type	Admin Menu, Payment Segment Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm.  You will need to set up the algorithm that constructs an adjustment's financial transaction.	Rather than setting up these manually, you can run the <b>CL_COPAD</b> DB process to copy many of these algorithms from the demonstration database. Review the parameter values in these algorithms after they are copied.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. Several plug-in spots are available to perform additional logic when processing adjustments. For example, if you have the system calculate adjustments, you must set up an adjustment generation algorithm. Refer to Adjustment Type for other available plug-in spots that may be used in your implementation.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. Several plug-in spots are available to perform additional logic when processing adjustments. For example, if you have the system calculate adjustments, you must set up an adjustment generation algorithm. Refer to Adjustment Type for other available plug-in spots that may be used in your implementation.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may want to set up an algorithm that formats the Adjustment information that is displayed throughout the system for a specific Adjustment Type. This algorithm is plugged-in on the Adjustment Type.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may want to set up an algorithm that formats the Adjustment information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements.
Adjustment Type	Admin Menu, Adjustment Type	To be setup manually as per the business requirements.
Adjustment Type Profile	Admin Menu, Adjustment Type Profile	To be setup manually as per the business requirements.
Cancel Reason – Bill	Admin Menu, Bill Cancel Reason	To be setup manually as per the business requirements.
Cancel Reason – Payment	Admin Menu, Payment Cancel Reason	To be setup manually as per the business requirements.

<b>Function</b>	<b>Menu</b>	<b>Auto Setup</b>
Cancel Reason – Adjustment	Admin Menu, Adjustment Cancel Reason	To be setup manually as per the business requirements.
Tender Type	Admin Menu, Tender Type	To be setup manually as per the business requirements
Tender Source	Admin Menu, Tender Source	To be setup manually as per the business requirements
Installation	Admin Menu, Installation Options - Framework and Admin Menu, Installation Options.  Many fields in the installation record impact the financial transaction environment. Refer to the description of the Billing and Financial Transaction tabs and the Messages tab in the Framework page for more information.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm.  You will need to set up an algorithm that distributes payments.	If you have executed the <b>CI_COPPY</b> DB process that is described above, this algorithm will have been set up for you.
Algorithm	Admin Menu, Algorithm.  You will need to set up an algorithm that handles overpayment situations.	
Algorithm	Admin Menu, Algorithm.  You may need to set up an algorithm if specific customers can have individual bill due dates.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm.  You may need to set up an algorithm if you want the system to delete bills that contain only information about historical payments.	If you have executed the <b>CI_COPBI</b> DB process that is described above, this algorithm will have been set up for you.
Algorithm	Admin Menu, Algorithm.  You may need to set up an algorithm if you want the system to levy a non-sufficient funds charge if a payment is canceled due to non-sufficient funds	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that formats the bill information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	You can run the <b>CI_COPIN</b> DB process to copy many of the algorithms that format basic information from the demonstration database.
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that formats the payment information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	If you have executed the <b>CI_COPIN</b> DB process that is described above, this algorithm will have been set up for you.
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that defaults the amount when a payment is manually added. This algorithm also calculates the amount of an automatic payment for a bill for an account with an active auto pay option. This algorithm is plugged-in on the installation record.	If you have executed the <b>CI_COPIN</b> DB process that is described above, this algorithm will have been set up for you.
Algorithm	Admin Menu, Algorithm. Refer to Customer Class for other available plug-in spots that may be used in your implementation to perform additional logic when processing payments and bills.	To be setup manually as per the business requirements.
Return to Customer Class	Admin Menu, Customer Class. You will need to plug-in the algorithms defined above on your customer classes.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. Refer to Division for available plug-in spots that may be used in your implementation to perform additional logic when processing payments and bills for division.	To be setup manually as per the business requirements.

## Customer Environment

Function	Menu	Auto Setup
Account Management Group	Admin Menu, Account Management Group.  <b>Note:</b> You will probably have to set up To Do Type and To Do Roles before you can setup account management groups. Refer to Assigning A To Do Role in the online help for more information on how account management groups may be used to define an entry's role.	To be setup manually as per the business requirements.
Account Relationship	Admin Menu, Account Relationship Type	To be setup manually as per the business requirements.
Alert Type	Admin Menu, Alert Type	To be setup manually as per the business requirements.
Bill Message	Admin Menu, Bill Message	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm.  If you have software that is capable of reconstructing an image of a bill in a PDF (for the purpose of online display), you will need to create an algorithm that formats the extract records that are sent to your bill image software.	If you use the Doc 1 printing software, you can run the <b>CI_COPD1</b> DB process to copy all the Doc 1 oriented algorithms from the demonstration database.
Bill Route Type	Admin Menu, Bill Route Type	To be setup manually as per the business requirements.
Contract Quantity Type	Admin Menu, Contract Quantity Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm.  If you have software that is capable of reconstructing an image of a letter in a PDF (for the purpose of online display), you will need to create an algorithm that formats the extract records that are sent to your letter image software.	If you have executed the <b>CI_COPD1</b> DB process that is described above, these algorithms will have been set up for you.
Letter Template	Admin Menu, Letter Template	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Customer Contact Class	Admin Menu, Customer Contact Class	To be setup manually as per the business requirements.
Customer Contact Type	Admin Menu, Customer Contact Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up the algorithms that determine if person IDs are in a predefined format.	To be setup manually as per the business requirements.
Identifier Type	Admin Menu, Identifier Type	To be setup manually as per the business requirements.
SICs	Admin Menu, SIC Code	To be setup manually as per the business requirements.
Tax Exempt Type	Admin Menu, Tax Exempt Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up the algorithms that determine if phone numbers are in a predefined format.	To be setup manually as per the business requirements.
Phone Type	Admin Menu, Phone Type.	To be setup manually as per the business requirements.
Person Relationship Type	Admin Menu, Person Relationship Type.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm that formats the person information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	If you have executed the <b>CI_COPIN</b> DB process that is described above, this algorithm will have been set up for you.
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm to validate a person's name. This algorithm is plugged-in on the installation record.	If you have executed the <b>CI_COPIN</b> DB process that is described above, this algorithm will have been set up for you.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You can override the system's standard account information string by setting up an algorithm that produces this string of information. This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you have software that is capable of reconstructing an image of a letter in a PDF for the purpose of online display, you will need to create an algorithm that renders this PDF. This algorithm is plugged-in on the installation record.	If you have executed the <b>CI_COPD1</b> DB process that is described above, this algorithm will have been set up for you.
Algorithm	Admin Menu, Algorithm. If you have software that is capable of reconstructing an image of a bill in a PDF for the purpose of online display, you will need to create an algorithm that renders this PDF. This algorithm is plugged-in on the installation record.	If you have executed the <b>CI_COPD1</b> DB process that is described above, this algorithm will have been set up for you.
Installation	Admin Menu, Installation Options. Many fields on the installation record impact the Customer Environment. Refer to the description of the Main, Person, and Account tabs for more information.	To be setup manually as per the business requirements.
Characteristic Type	Admin Menu, Characteristic Type. Characteristic types are required for the account to indicate the external account number, account type, and invoice group account indicator.	To be setup manually as per the business requirements.
Return to Division	Admin Menu, Division. At this time, you must define the valid characteristic types for the division.	To be setup manually as per the business requirements.
Feature Configuration	Admin Menu, Feature Configuration. The characteristic types that were setup for the external account number, account type, and invoice group account indicator must be indicated for feature configuration <b>CI_ACCTINFO</b> .	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Feature Configuration	Admin Menu, Feature Configuration. If you want to provide the ability to a user to create a person and the account for that person together, you must set the <b>Create Person Account together</b> option type of the <b>CI_PERACCT</b> feature to <b>Y</b> .	To be setup manually as per the business requirements.

## Statements

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. If you have software that is capable of reconstructing an image of a statement in a PDF (for the purpose of online display), you will need to create an algorithm that formats the extract records that are sent to your statement image software.	If you have executed the <b>CI_COPD1</b> DB process that is described above, this algorithm will have been set up for you.
Statement Route Type	Admin Menu, Statement Route Type	To be setup manually as per the business requirements.
Statement Cycle	Admin Menu, Statement Cycle	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you have software that is capable of reconstructing an image of a statement in a PDF for the purpose of online display, you will need to create an algorithm that renders this PDF. This algorithm is plugged-in on the installation record.	If you have executed the <b>CI_COPD1</b> DB process that is described above, this algorithm will have been set up for you.

## Automatic Payment (EFT) Environment

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You will need to set up an algorithm to create automatic payments. This algorithm is plugged-in on the installation record.	You can run the <b>CI_COPAP</b> DB process to copy this algorithm (and other autopay-oriented algorithms) from the demonstration database.

Function	Menu	Auto Setup
Tender Source	Admin Menu, Tender Source <b>Note:</b> Earlier you created tender sources for the remittance processor and your cash drawers. At this point, you will need to add at least one tender source for automatic payments. This is because automatic payments get linked to a tender control (which, in turn, gets linked to a tender source) when they are interfaced out of the system.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up the appropriate automatic payment date calculation algorithm to populate the extract, GL interface and payment dates on automatic payments.	If you have executed the <b>CI_COPAP</b> DB process that is described above, this algorithm will have been set up for you.
Auto Pay Route Type	Admin Menu, Auto Pay Route Type	To be setup manually as per the business requirements.
Tender Type	Admin Menu, Tender Type <b>Note:</b> Earlier you created tender types for things like cash, checks, etc. At this point, you will need to add a tender type for each type of automatic payments (for example, direct debt, credit card, etc.).	To be setup manually as per the business requirements.
Work Calendar	Admin Menu, Work Calendar. You need to set up additional work calendars only if the auto pay sources (that is, the financial institutions) have different working days than your organization.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you need to validate the customer's bank account or credit card number, you will need to set up the appropriate validation algorithms.	If you have executed the <b>CI_COPAP</b> DB process that is described above, this algorithm will have been set up for you.
Auto Pay Source Type	Admin Menu, Auto Pay Source Type	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You may need to set up an algorithm if your customers can define a maximum withdrawal limit on their autopay options.	If you have executed the <b>CI_COPAP</b> DB process that is described above, this algorithm will have been set up for you.
Return to Customer Class	Admin Menu, Customer Class. You should plug-in the Autopay Over Limit Algorithm in each appropriate customer class.	To be setup manually as per the business requirements.

## Credit and Collections Environment

**Note:** If you collect overdue bills (as opposed to overdue debt), you don't need to set up these tables; refer to Overdue Processing - Set Up Tasks for the list of control tables required to collect overdue bills.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You may need to set up algorithms if you have non-standard collection events.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up a collection process cancellation algorithm if your organization allows individual contracts to be removed from a collection process if they are paid (rather than performing cancellation based on all contracts in a debt class).	To be setup manually as per the business requirements.
Collection Class	Admin Menu, Collection Class	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. At this time, you will need to set up the following algorithms: Collection Process Cancellation Criteria, Severance Process Cancellation Criteria, and Override Arrears due to Pay Plans	To be setup manually as per the business requirements.
Debt Class	Admin Menu, Debt Class	To be setup manually as per the business requirements.
Write Off Debt Class	Admin Menu, Write Off Debt Class	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You will need to set up Collection Condition algorithms.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up algorithms if you have non-standard severance events.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up a severance process cancellation algorithm if your organization allows a severance process to be canceled when the related contract is paid (rather than performing cancellation based on all contracts in a debt class).	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. At this time, you will need to set up the following algorithms: How to refer debt to a collection agency, How to transfer debt to another active contract, How to write down small amounts of debt, and How to refund credit balances to a customer	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up algorithms if you have non-standard write-off events.	To be setup manually as per the business requirements.
Write Off Event Type	Admin Menu, Write Off Event Type <b>Note:</b> You will have to wait until you have defined your contract types before you can set up the Write Off Events because contract type is a necessary parameter to write off debt.	To be setup manually as per the business requirements.
Write Off Process Template	Admin Menu, Write Off Process Template	To be setup manually as per the business requirements.
Write Off Control	Admin Menu, Write Off Control	

Function	Menu	Auto Setup
Collection Agency	Admin Menu, Collection Agency. <b>Note:</b> Each collection agency references a person, and therefore you must set up a person for each agency before you can enter collection agency information.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may need to set up algorithms if you have special logic that should be executed when a pay plan is canceled.	To be setup manually as per the business requirements.
Payment Method	Admin Menu, Pay Method	To be setup manually as per the business requirements.
Installation	Admin Menu, Installation. Several fields on the installation record impact the Credit and Collections Environment.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to setup an algorithm that is called when a user writes-off debt real time.	To be setup manually as per the business requirements.
Return to Customer Class	Admin Menu, Customer Class. You should plug-in the Autopay Over Limit Algorithm in each appropriate customer class.	To be setup manually as per the business requirements.

## Services and Characteristics

---

Function	Menu	Auto Setup
Service Type	Admin Menu, Service Type	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you have ad hoc characteristic types, you may need to set up the algorithms that control how they are validated.	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Foreign Key Reference	Admin Menu, FK Reference. If you have foreign key characteristic types, you may need to set up foreign key references to control how the user selects the characteristic values (and how the foreign key values are validated).	All base package FK references are automatically populated.
Characteristic Type & Values	Admin Menu, Characteristic Type	To be setup manually as per the business requirements.

## Bill Cycle Environment

---

Function	Menu	Auto Setup
Bill Cycle, Bill Cycle Schedule	Admin Menu, Bill Cycle	To be setup manually as per the business requirements.
Bill Period, Bill Period Schedule	Admin Menu, Bill Period	To be setup manually as per the business requirements.
Return to Division	Admin Menu, Division. At this time, you must define the valid bill cycles for the division.	To be setup manually as per the business requirements.

## Rate Environment

---

Function	Menu	Auto Setup
Frequency	Admin Menu, Frequency	To be setup manually as per the business requirements.
Service Quantity Identifier	Admin Menu, Service Quantity Identifier	To be setup manually as per the business requirements.
Algorithm Type	Admin Menu, Algorithm Type. If you create new Service Quantity Rules, you must set up an algorithm type for each such rule. <b>Note:</b> The algorithm type defines the types of parameters that are passed to the Service Quantity Rule.	All base package algorithm types are automatically populated.
Service Quantity Rule	Admin Menu, Service Quantity Rule	To be setup manually as per the business requirements.

<b>Function</b>	<b>Menu</b>	<b>Auto Setup</b>
Bill Factor	Main Menu, Rates, Bill Factor	To be setup manually as per the business requirements.
Rate	Main Menu, Rates, Rate Schedule	To be setup manually as per the business requirements.
Rate Version	Main Menu, Rates, Rate Version	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you use algorithms to dynamically change step boundaries, calculate prices, convert between currencies, or implement rate component eligibility rules, you must set up these algorithms.	To be setup manually as per the business requirements.
Return to Division	Admin Menu, Division. You will need to plug-in the division specific algorithms defined on the division.	To be setup manually as per the business requirements.
Rate Component	Main Menu, Rates, Rate Component	To be setup manually as per the business requirements.
Bill Factor Value	Main Menu, Rates, Bill Factor Values	To be setup manually as per the business requirements.

## Late Payment Environment

<b>Function</b>	<b>Menu</b>	<b>Auto Setup</b>
Algorithm	Admin Menu, Algorithm. You will need to set up the algorithm that determines whether customers in a customer class are eligible for late payment charges.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You will need to set up the algorithm that levies late payment charges for customers in a customer class.	To be setup manually as per the business requirements.
Return to Customer Class	Admin Menu, Customer Class. You will need to plug-in the late payment charge algorithms.	To be setup manually as per the business requirements.

## SA Configuration

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You will need to set up the algorithms that determine: <ul style="list-style-type: none"> <li>• How to calculate the late payment charge amount for contracts of a given type</li> <li>• Special criteria to be tested before a contract is severed</li> <li>• Special processing that should take place prior to the completion of a bill that references contracts of a given type</li> <li>• Special processing that should take place during completion of a bill that references contracts of a given type</li> <li>• Special processing that should take place when contracts of a given type are created.</li> <li>• Special processing that should take place when a financial transaction is frozen for contracts of a given type</li> </ul>	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may want to set up an algorithm that formats the contract information that is displayed throughout the system. This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. You may want to set up an algorithm that formats the contract information that is displayed throughout the system for a specific contract type. This algorithm is plugged-in on the contract type.	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. If you want a Control Central alert to highlight when the current account has any stopped contract(s), you will need to set up the algorithm that does this. This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements.
Contract Type	Admin Menu, Contract Type	To be setup manually as per the business requirements.
Terms and Conditions	Admin Menu, Terms and Conditions	To be setup manually as per the business requirements.
Contract type Start Options	Admin Menu, Contract Type Start Option	To be setup manually as per the business requirements.

## Pricing Management

---

Function	Menu	Auto Setup
Feature Configuration	Admin Menu, Feature Configuration. Since a global customer is not associated to any division, the system cannot identify the price assignment search order to be used. Hence, the default search order is defined as a feature called <b>C1_PRASNORDR</b> for global customers. You can change this default search order if required. The valid value is: <b>AGREED_PRICELIST</b> or <b>AGREED_FIRST</b> . You can also create a custom search order that would require a custom algorithm.	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Feature Configuration	Admin Menu, Feature Configuration. Prices are effective for a particular duration and do not expire until you specify the end date manually. However, if you set the <b>C1_EXP_OVRD</b> feature to <b>Y</b> , the system will automatically expire the agreed pricing when the agreed pricing of a customer or an account with no end date is overridden. In case you do not want the agreed pricing to automatically expire when it is overridden, you can set the <b>C1_EXP_OVRD</b> feature to <b>N</b> .	To be setup manually as per the business requirements.
Feature Configuration	Admin Menu, Feature Configuration. You must define the maximum number of records that can be retrieved in the Pricing (Account) and Pricing (Customer) portals using the <b>C1_PR_REC</b> feature. If you do not specify the value for the <b>Effective Pricing RecordSet Limit</b> option type, then no records will be retrieved in these portals. Also, if you enter the value as <b>0</b> , no records will be retrieved in these portals.	To be setup manually as per the business requirements.
Feature Configuration	Admin Menu, Feature Configuration. For division-specific exchange rate, the end date is optional. If you want the end date to be mandatory, you must set the <b>End Date Required for Division Override</b> option type of the <b>C1_EXCHRATE</b> feature to <b>Y</b> .	To be setup manually as per the business requirements.
Tiering Criteria	Admin Menu, Manage Tiering Criteria	To be setup manually as per the business requirements.
Rate Definition	Main menu , Pricing Management, Manage Rate Definitions	To be setup manually as per the business requirements.
Products	Admin Menu, Manage Products	To be setup manually as per the business requirements.
Products Tab in Division	Admin Menu, Division. At this time, you must define the valid products (including bundles) for the division.	To be setup manually as per the business requirements.

Function	Menu	Auto Setup
Price Lists	Main Menu, Pricing Management, Manage Price Lists	To be setup manually as per the business requirements.
Price List Tab in Division	Admin Menu, Division. At this time, you must define the valid price lists for the division.	To be setup manually as per the business requirements.
Exchange Rates	Main Menu, Pricing Management, Manage Exchange Rates	To be setup manually as per the business requirements.

## Notification and Workflow

Function	Menu	Auto Setup
Workflow Event Type	Admin Menu, Workflow Event Type	To be setup manually as per the business requirements.
Workflow Process Template	Admin Menu, Workflow Process Template	To be setup manually as per the business requirements.
Notification Upload Type	Admin Menu, Notification Upload Type	To be setup manually as per the business requirements.
Workflow Process Profile	Admin Menu, Workflow Process Profile	To be setup manually as per the business requirements.
Notification Download Type	Admin Menu, Notification Download Type	To be setup manually as per the business requirements.
Notification Download Profile	Admin Menu, Notification Download Profile	To be setup manually as per the business requirements.
Algorithm	Admin Menu, Algorithm. If you want a Control Central alert to highlight when the current account and/or location has active workflow processes, you will need to set up the algorithm that does this. This algorithm is plugged-in on the installation record.	To be setup manually as per the business requirements.

## Wrap Up

---

Function	Menu	Auto Setup
Algorithm	Admin Menu, Algorithm. You will need to set up the algorithms that determine: <ul style="list-style-type: none"> <li>• Special alerts on Control Central (assuming you have special alerts)</li> </ul>	To be setup manually as per the business requirements.
Installation Options	Admin Menu, Installation Options - Framework and Admin Menu, Installation Options. At this point, it is recommended to cross-check everything on the installation record.	To be setup manually as per the business requirements.
Postal Default	Admin Menu, Postal Code Default	To be setup manually as per the business requirements.